Microsoft®

Introducing

Microsoft®
Windows®95

Microsoft Windows 95

Licenses: 1

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Microsoft Support Network

In the event you cannot install Microsoft® Windows 95®, please refer to the telephone support offerings below. Microsoft's support offerings range from no-cost and low-cost electronic information services (available 24 hours a day, 7 days a week) to annual support plans and CD-ROM subscription programs. Please check the Support.txt online document that comes with Windows 95 for detailed information.

Microsoft support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

Standard Support

No-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call between 8:00 A.M and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. For all issues except networking issues, this support is available for 90 days after your first call to a support engineer. Networking issues are defined as setup, configuration, or usage of Windows 95 in a networked environment. This includes, but is not restricted to, the following: setting up a computer to be used in a networked environment, network administration, dialing in to a computer, connecting to the Internet via a service provider, using MSN, and using e-mail or fax from within Windows 95. For fee-based support for networking issues as defined above, see the information under "Priority Support" below.

- In the United States, for technical support for Microsoft Windows 95, call (206) 635-7000
- In Canada, call (905) 568-4494

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of the Microsoft product that you are using
- The type of hardware that you are using, including network hardware, if applicable
- The exact wording of any messages that appeared on your screen
- A description of what happened and what you were doing at the time
- A description of how you tried to solve the problem

Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, excluding holidays, in the U.S. In Canada, the hours are from 6:00 A.M to midnight, 7 days a week, excluding holidays.

- In the United States, call (900) 555-2000; $1.95 (U.S.) per minute, $35 maximum. Charges appear on your telephone bill. Not available in Canada.
- In the United States, call (800) 936-5700, at $35 (U.S.) per incident; in Canada, call (800) 668-7975, at $50 (CDN, including GST) per incident. These services are billed to your VISA, MasterCard, or American Express card.

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948. In Canada, using a TT/TDD modem, dial (905) 568-9641.

Product Support Worldwide

The following list contains Microsoft subsidiary offices and the countries they serve. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product. This list provides only basic technical support phone and fax numbers; other services such as BBS and sales numbers may be available. For additional subsidiary information, check the Support.txt online document that comes with Windows 95.

When you call, you should be at your computer and have the appropriate product documentation at hand. Please follow the guidelines listed above under "Standard Support."

Area	Telephone Numbers	Fax Numbers	Area	Telephone Numbers	Fax Numbers
Argentina	(54) (1) 815-1521	(54) (1) 814-0372	Liechtenstein	See Switzerland (German-speaking)	
Australia	(61) (02) 870-2131	(61) (02) 805-0519	Luxembourg	(32) 2-5133274 (Dutch-speaking) (32) 2-5023432 (English-speaking) (32) 2-5132268 (French-speaking)	
Austria	0660-5031	022-68 16 2710	Mexico	(52) (5) 325-0912	
Belgium	02-5133274 (Dutch-speaking) 02-5023432 (English-speaking) 02-5132268 (French-speaking)		Netherlands	02503-77877 (Dutch-speaking) 02503-77853 (English-speaking)	
Bolivia	See Argentina		New Zealand	64 (9) 357-5575	64 (9) 358-0092
Brazil	(55) (11) 871-0090	(55) (11) 241-1157	Northern Ireland	See United Kingdom	
Caribbean	(214) 714-9100	(809) 273-3636	Norway	(47) (22) 02 25 50	(47) (22) 02 25 70
Chile	56 2 232 4467	56 2 233 5917	Papua New Guinea	See Australia	
Colombia	(571) 618 2255	(571) 618 2269	Paraguay	See Argentina	
Czech Republic	(+42) (2) 245 10554	(+42) (2) 266020	Poland	(+48) (2) 6216793 or (+48) (71) 441357	(+48) (2) 6615434
Denmark	(45) (44) 89 01 11	(45) (44) 89 01 44	Portugal	(351) 1 4412205	(351) 1 4412101
Dubai	(971) 4 513 888	(971) 4 527 444	Republic of China	(886) (2) 508-9501	(886) (2) 504-3121
Ecuador	(593) (2) 463-094		Republic of Ireland	See United Kingdom	
England	See United Kingdom		Romania	(+40) (1) 312-0948	
Finland	(0358) (90) 525-502-500	(46) (0) 8 752 29 00	Russia	(+7) (095) 267-8844 or (+7) (095)158-6963	(+7) (502) 224 50 45
France	(33) (1) 69-86-10-20	(33) (1) 69-28-00-28	Scotland	See United Kingdom	
French Polynesia	See France		Singapore	(65) 220-7202	(65) 227-6811
Germany	(490) (089) 3176-1115	(089) 3176-1000	Slovak Republic	(+42) (7) 312083	(+42) (2) 266020
Greece	(30)(1) 6893 631 through (30)(1) 6893 635	(30)(1) 6893 636	Slovenia	(+386) (61) 1232354	
Hong Kong	(852) 804-4222	(852) 560-2217	South Africa	(Toll free) 0 802 11 11 04	(27) 11 445 0045 or (27) 11 445 0046
Hungary	(36) (0) 1-1172289	(+36) (1) 269 1030	Spain	(34) (1) 803-9960	(34) (1) 803-8310
India	(91) (11) 646-0694		Sweden	(46) (8) 752 09 29	(46) (0) 8 752 29 00
Ireland	See United Kingdom		Switzerland	(+41) (0) 1-341 40 46 (Swiss/German-speaking) (41) (22) 738 96 88 (French-speaking)	01-831 09 69
Israel	972-3-613-0833	972-3-613-0834	Turkey	(90) 212 2585998	(90) 212 2585954
Italy	(39) (2) 7039-8351	(39) (2) 7039-2020	United Kingdom	(44) (734) 271000	(01) (734) 270080
Japan	(81) (3) 5454-2490	(81) (3) 5454-7955	Uruguay	See Argentina	
Korea	(82) (2) 531-4800	(82) (2) 563-5194	Venezuela	58.2.910046 or 58.2.910510	58.2.923835
			Wales	See United Kingdom	

Introducing
Microsoft® Windows® 95

For the Microsoft Windows 95 Operating System

Document No. WI58430-0595
Printed in the United States of America.

Contents

Welcome v

The Basics 1

Beyond the Basics 19

Welcome

Welcome to the Microsoft® Windows® 95 operating system. With Windows 95, all the things you do now will be easier and faster, and what you've always wanted to do is now possible.

This book introduces you to Windows and gets you up and running quickly. It shows you how to do the most common tasks, provides you with tips, and points you to some of the fun and exciting new features that come with Windows.

If you want to explore Windows in more depth or learn about some of the more technical aspects of Windows, the first topic in this section, "Where to Find the Information You Need," points you to other sources of information.
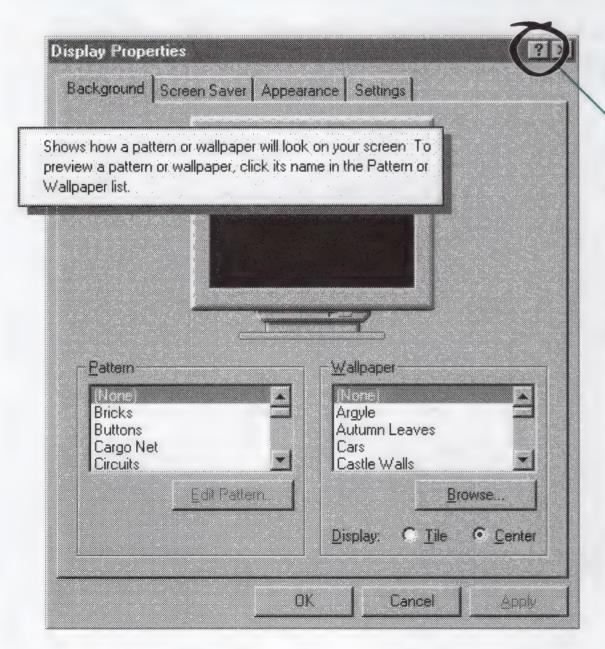
Where to find the information you need

Help on procedures

Help is the primary source of information about Windows. You can find common tasks in the Contents and more in the Index, and search for text by using the Find tab. To start Help, click the Start button, and then click Help.

For more information about Help, see Chapter 1, "The Basics."

Help on a specific item

If a window contains a question-mark button, you can see a description of any item in the window: Just click the button, and then click the item.
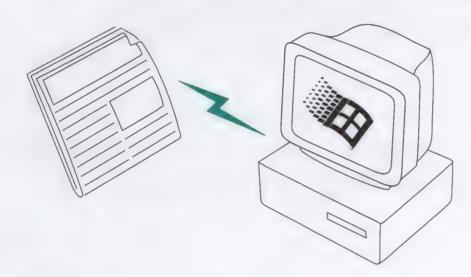
Introducing Microsoft Windows 95 (this book)

The *Introducing Microsoft Windows 95* book contains common tasks; visual overviews; a catalog of Windows features; and an illustrated glossary of basic terms, including mouse basics.
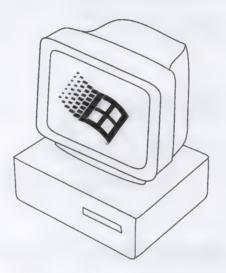
Resource Kit

The *Microsoft Windows 95 Resource Kit* contains technical information about Windows 95, plus information for network administrators. The Resource Kit is available wherever computer books or software are sold.

WinNews

For more technical information about Windows, you can read WinNews via The Microsoft Network and most major online services and networks. You can also receive the WinNews Electronic Newsletter biweekly, via e-mail. For more information, see the online document Winnews.txt provided with Windows.
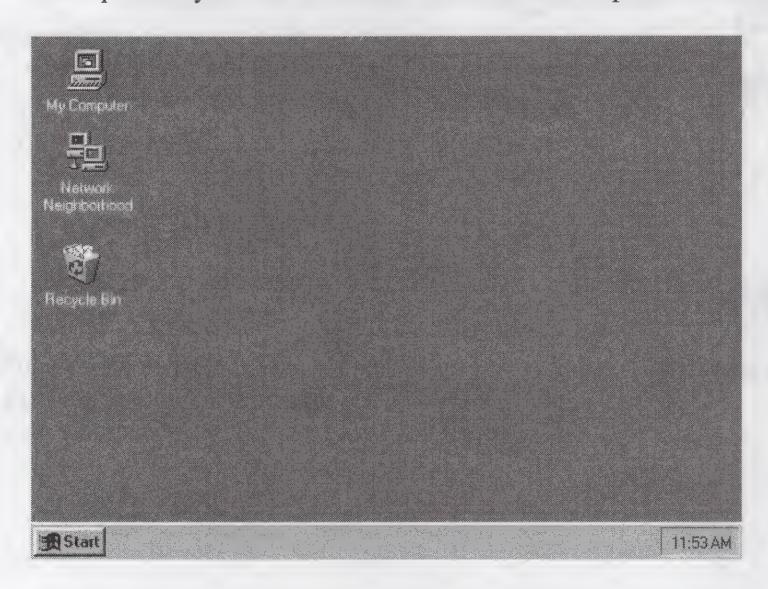
Windows 95 Online Tour

The Windows 95 Tour quickly teaches you a few basic skills and gives you the opportunity to practice them. You can start the Tour by double-clicking "Ten minutes to using Windows" in the Help Contents. (This may not be available for all systems.)

What's on your Windows 95 screen

Depending on how your computer is set up, various items appear on your *desktop* when you start Windows. Here are four important ones.

My Computer

Double-click this icon to see your computer's contents and manage your files. For more information, see Chapter 2, "Beyond the Basics."

Network Neighborhood

Double-click this icon to see available resources on the network, if your computer is or can be connected to one. For more information, see Chapter 3, "Introducing Networks."

Recycle Bin

The Recycle Bin is a temporary storage place for deleted files. You can use it to retrieve files deleted in error. For more information, see Chapter 2, "Beyond the Basics."

Start button

You can click the Start button on the *taskbar* to start a program, open a document, change system settings, get Help, find items on your computer, and more. For more information, see Chapter 1, "The Basics."

If you've used Windows before. . .

Take a look at how some familiar elements of Microsoft
Windows version 3.1 have changed for Windows 95.

Program Manager

You can find your old program groups by clicking the Start button and
then pointing to Programs. Your groups appear as folders on the
Programs menu.

File Manager
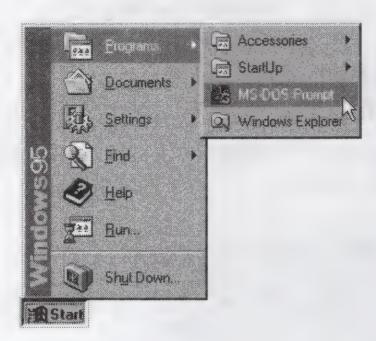
To manage your files, you click the Start button, point to Programs, and
then click Windows Explorer. Your directories appear as folders.

MS-DOS Prompt
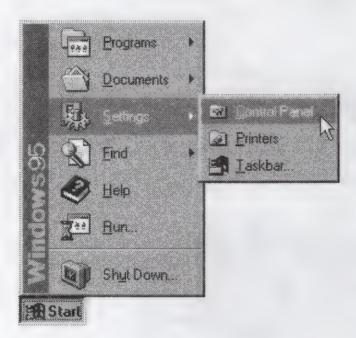
To open an MS-DOS® window, you click the Start button, point to Programs, and then click MS-DOS Prompt.

Control Panel
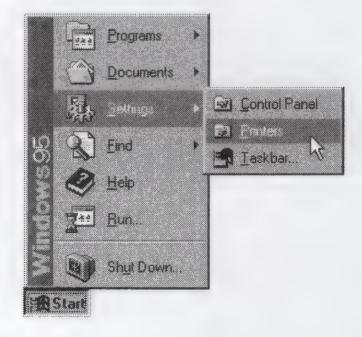
To open Control Panel, you click the Start button, point to Settings, and then click Control Panel.
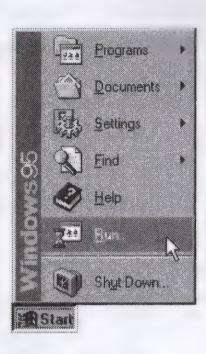
Print Manager

To set up a printer or look at information about documents you're printing, you click the Start button, point to Settings, and then click Printers.
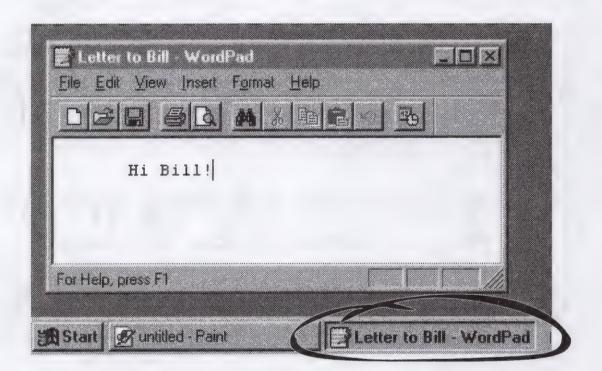
Run command

To use the Run command, you click the Start button, and then click Run. You can run MS-DOS–based and Windows-based programs, open folders, and connect to network resources by using Run.

Task switching
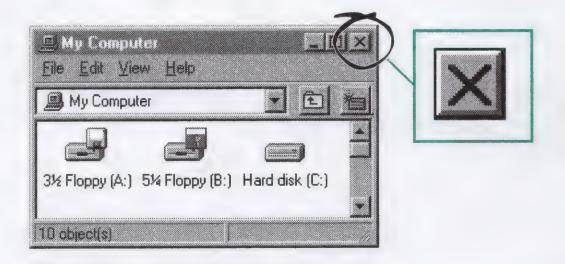
You can use the taskbar to switch between open windows. Just click the button on it that represents the window you want to switch to. You can also use ALT+TAB, just as you did in earlier versions of Windows.

Close button

To close a window, you click the Close button in the upper-right corner of the window, next to the Minimize and Maximize buttons.

What's new in Windows 95?

Windows 95 offers many new, exciting features, in addition to improvements to many features you may be familiar with from earlier versions of Windows. This section mentions just a few of these features. For a complete listing, look up "what's new" in the Help Index.

New improved interface Windows now features the Start button and taskbar. Click the Start button to quickly open programs, find documents, and use system tools. Use the taskbar to switch between programs as easily as changing channels on your TV.

Windows Explorer Windows Explorer is a powerful way to browse through and manage your files, drives, and network connections.

Long filenames Windows now supports long filenames to make your files easier to organize and find.

Improved game and multimedia support You will enjoy the faster video capability for games, enhanced support for MS-DOS–based games, and improved performance for playing video and sound files.

Plug and Play hardware compatibility You can just insert the card for your Plug and Play hardware in your computer. When you turn on your computer, Windows recognizes and sets up your hardware for you automatically.

32-bit preemptive multitasking Windows now lets you use many programs at once: do more in less time!

Microsoft Exchange Use Microsoft Exchange to view and work with all types of electronic communications, including e-mail and faxes.

The Microsoft Network You can use this new, affordable, and easy-to-use online service to communicate with people worldwide, using e-mail, bulletin boards, and the Internet.

Backing up your old files

Most Windows 95 setups are easy and trouble-free; however, any time you update your computer's operating system, it is possible that an error could occur (such as system failure due to incompatible hardware, or a power failure) that may temporarily or permanently prevent access to data.

Before you set up Windows 95, you might want to back up certain system files. The files you should back up include the following:

- All initialization (.ini) files in your Windows directory
- All registry data (.dat) files in your Windows directory
- All password (.pwl) files in your Windows directory
- Any files specified in the Config.sys and Autoexec.bat files
- Your Config.sys and Autoexec.bat files, located in the root directory of your startup drive (usually drive C)
- Proprietary network configuration files and logon scripts

You may also want to back up personal or business data that is on the hard disk.

Just before setting up Windows 95, make sure your network software, if any, is working. The settings from the existing network configuration are used in Windows 95.

Setting up Windows 95
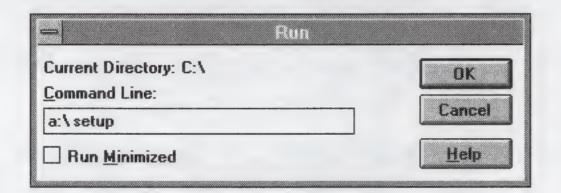
It's easy to set up Windows. There are two ways to do it, depending on whether you have an earlier version of Windows (version 3.x or Windows for Workgroups) on your computer.

To upgrade from an earlier version of Windows

▶ **1** Insert Setup Disk 1 in a floppy disk drive or your Windows CD-ROM in a CD-ROM drive.

▶ **2** In File Manager or Program Manager, click File, and then click Run.

▼ **3** Type the drive letter, followed by a colon (:) and a backslash (\), and the word setup. For example:

  a:\setup

Note that if you install from a CD-ROM, precede the word "setup" with **win95**.

```
┌─────────────────────────────────────────────────┐
│ ─                      Run                        │
├─────────────────────────────────────────────────┤
│ Current Directory: C:\                            │
│ Command Line:                    ┌──────────┐    │
│                                  │    OK    │    │
│ ┌─────────────────────────────┐  └──────────┘    │
│ │ a:\ setup                   │  ┌──────────┐    │
│ └─────────────────────────────┘  │  Cancel  │    │
│ ☐ Run Minimized                  └──────────┘    │
│                                  ┌──────────┐    │
│                                  │   Help   │    │
│                                  └──────────┘    │
└─────────────────────────────────────────────────┘
```

▶ **4** Follow the instructions on your screen. Click Next to continue through the Setup process.

If you do not have a previous version of Windows, use the following procedure.

To set up Windows from MS-DOS

▶ **1** Insert Setup Disk 1 in a floppy disk drive or your Windows CD-ROM in a CD-ROM drive.

▶ **2** At the command prompt, type the drive letter, followed by a colon (:) and a backslash (\), and the word setup. For example, your screen might look like this:

     [c:\] a:\setup

   Note that if you install from a CD-ROM, precede the word "setup" with **win95**.

▶ **3** Press ENTER, and then follow the instructions on your screen. Click Next to continue through the Setup process.

Setup prompts you to choose the type of installation you want. If you're not sure, choose the one that Windows selects for you. The following table describes these options.

This Setup option	Does this
Typical	Sets up the most commonly used Windows components.
Portable	Sets up features that are most useful for a portable computer, while conserving disk space. This includes power management features and Briefcase, a program that helps you synchronize files between laptop and desktop computers.
Compact	Sets up only the basic files you need to run Windows. This is useful if you have very limited disk space.
Custom	Enables you to choose exactly which components to install. If you are an advanced user or system administrator and want to customize your Windows installation, choose this option.

See Also

For more information about adding Windows components after you've installed Windows, see "If a Windows Component Isn't Available" in Chapter 4, "The Possibilities."

If you encounter problems setting up Windows, see the Setup.txt file that comes with Windows.

CHAPTER 1

The Basics

What's the key to using Microsoft Windows 95? The Start button! This chapter gives you quick, simple instructions to get you up and running. You will also learn how to use online Help, which will help you get your work done and learn Windows.

Contents

Getting Started with Windows 95

This section gives you a quick overview of getting started with Windows.

Logging on to Windows

When you start Windows, you may be prompted to log on to Windows or, if you are on a network, to log on to your network.

If you don't want to log on with a password, don't type anything in the password box, and click OK. You won't see this prompt in the future.
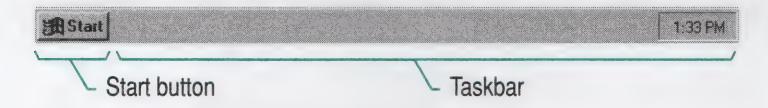
To log on to Windows

▼ **1** In the User Name box, type your name.

▼ **2** In the Password box, type a password. The first time, Windows prompts you to confirm your password.
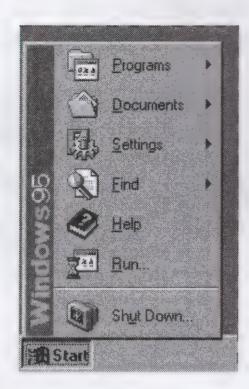
The Start button and taskbar

The Start button and taskbar are located at the bottom of your screen when you start Windows for the first time. By default, they are always visible when Windows is running.

Start button   Taskbar

Starting with the Start menu

When you click the Start button, you see a menu that contains everything you need to begin using Windows.
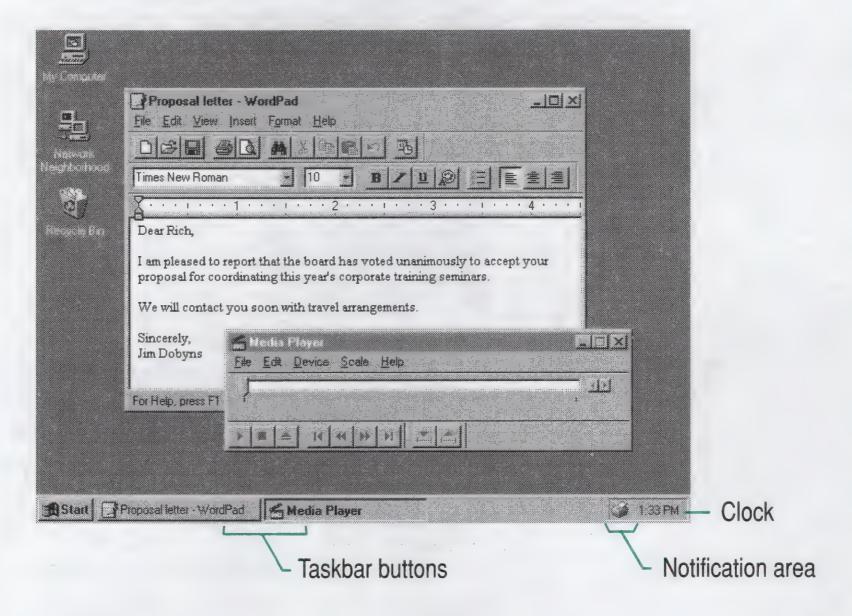
If you want to start a program, point to Programs. If you want Help on doing something in Windows, click Help. The commands on the Start menu are described in more detail in the rest of this chapter. An overview of each command is shown below.

This command	Does this
Programs	Displays a list of programs you can start.
Documents	Displays a list of documents that you've opened previously.
Settings	Displays a list of system components for which you can change settings.
Find	Enables you to find a folder, file, shared computer, or mail message.
Help	Starts Help. You can then use the Help Contents, Index, or other tabs to find out how to do a task in Windows.
Run	Starts a program or opens a folder when you type an MS-DOS command.
Shut Down	Shuts down or restarts your computer, or logs you off.

Depending on your computer and the options you have chosen, you may see additional items on your menu.

The taskbar

Every time you start a program or open a window, a button representing that window appears on the taskbar. To switch between windows, just click the button for the window you want. When you close a window, its button disappears from the taskbar.

Taskbar buttons — Clock — Notification area
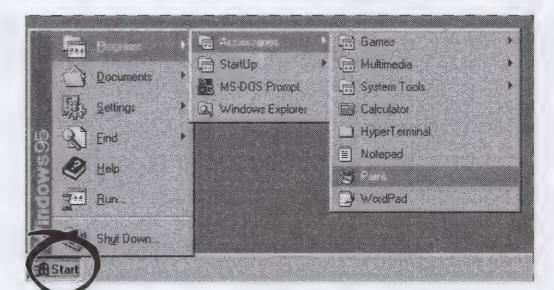
Depending on what task you're working on, other indicators can appear in the notification area on the taskbar, such as a printer representing your print job or a battery representing power on your portable computer. At one end of the taskbar is the clock. To view or change settings, just double-click the clock or any of the indicators.

■ *See Also*
For more information about using the taskbar, look up "taskbar" in the Help Index.

Starting and Quitting a Program
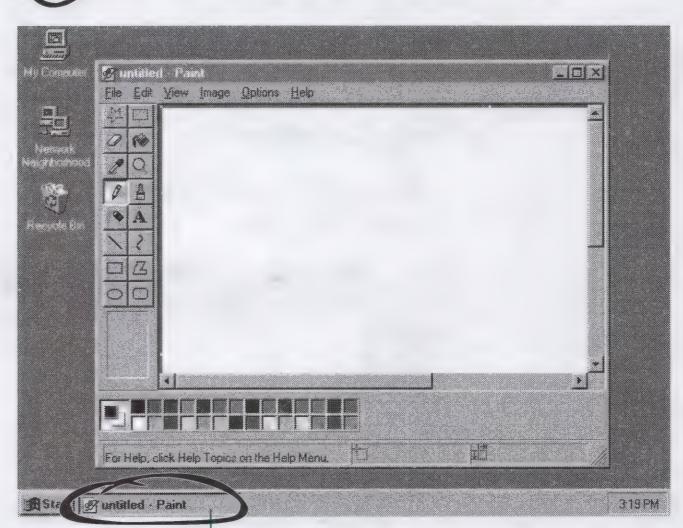
You can use the Start button to start any program you want to use, such as your word processor or a favorite game.

To start a program

▼ **1** Click the Start button, and then point to Programs.

◄ **2** Point to the folder, such as Accessories, that contains the program, and then click the program.

A new button for the program appears on the taskbar.

What appears when you click Programs?

The programs and folders you see when you point to Programs come from several places:

- When you set up Windows, you see several programs, such as Windows Explorer and MS-DOS Prompt, and several folders on the Programs menu. Each folder contains programs that are grouped together for easy access.

- Windows also includes the StartUp folder, in which you can put programs you want to start automatically when you start Windows. For more information, see "Using Windows Efficiently" in Chapter 2, "Beyond the Basics."

- When you install new programs on your computer, you may see additional folders.

- If you upgraded from a previous version of Windows, your old program groups appear as folders.

To quit a program

▼ Click the Close button in the upper-right corner of the window.

■■ *See Also*
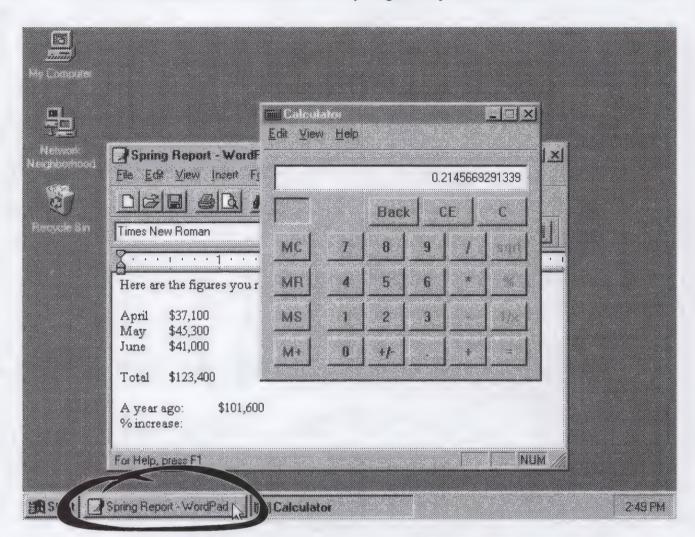
For information about customizing the Programs menu, look up "Programs menu" in the Help Index.
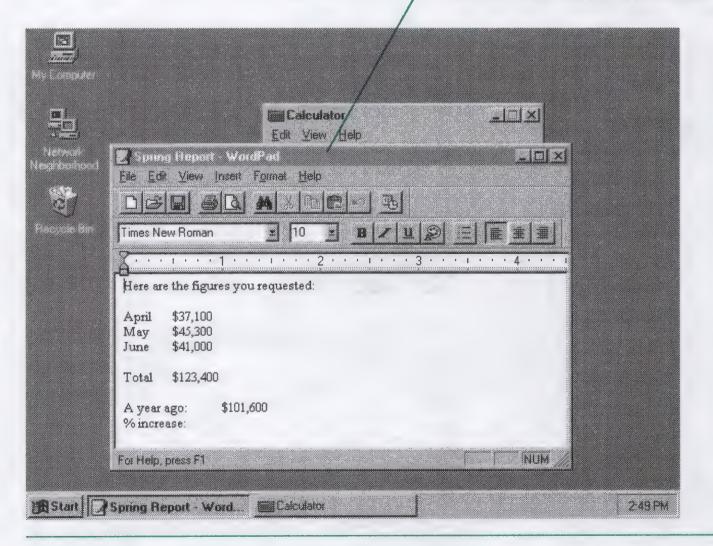
You can run as many programs as you want at the same time. Windows makes it easy to switch between programs or windows.

To switch between programs

▼   Click the taskbar button for the program you want.

The program appears in front of the other windows.

Opening a Document
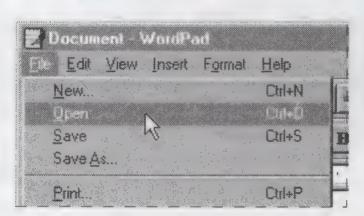
There are several ways to open documents in Windows. This section describes two methods. You can:

- Open your document from within the program you used to create it.

- Use the Documents command on the Start menu to open a document you've opened recently.

You can also:
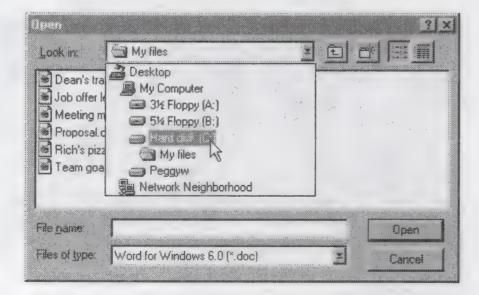
- Use the Find command on the Start menu to locate the document. For more information, see "Finding Something on Your Computer" later in this chapter.

- Double-click a document icon in My Computer.
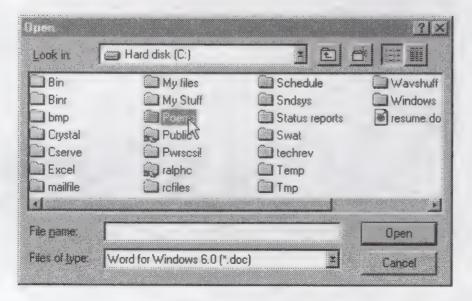
To open a document from within a program

◄ **1** On the File menu, click Open.
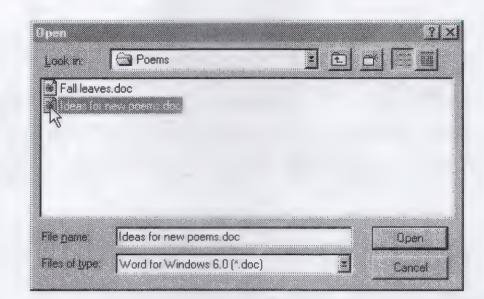
◄ **2** To open a document in a different folder, click the arrow next to the Look In box, and then click the disk that contains the folder.

◄ **3** Click the folder that contains the document you want to open, and then click Open. You may have to scroll to see more folders.
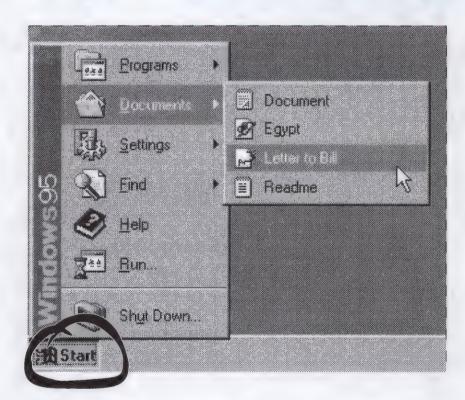
◄ **4** Click the document you
want to open, and then
click Open.
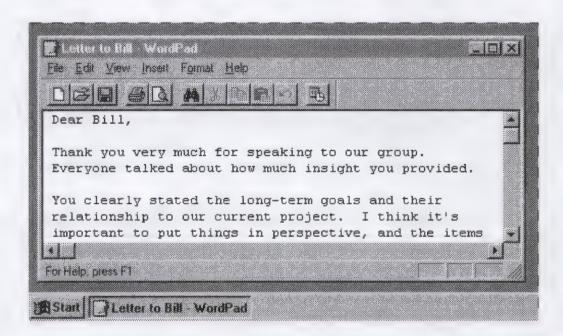
You can also open documents from the Documents menu, where many
programs save a list of recently opened documents.

To open a document by using the Documents menu

◄ **1** Click the Start button, and
then point to Documents.

◄ **2** Click the name of the
document you want to open.

▼ The document opens, and a button for
the document appears on the taskbar.
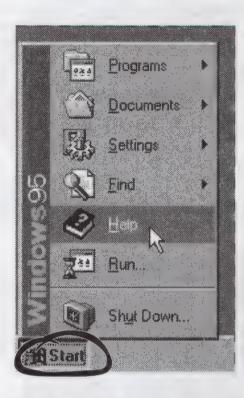
Getting Help

Online Help is essential to learning and using Windows. There are two kinds of Help: Help about a specific procedure and Help that gives you information about what you see on your screen.

To get Help

◄ Click the Start button, and then click Help.

◄ The list of Help topics appears. You can use the tabs in Help to search for information in several ways.

When you open Help by using the Start menu, or the Help menu in My Computer or Windows Explorer, you see Help for Windows in general. If you use the Help menu in a program, such as WordPad, Paint, or Microsoft Word, the Help you see is for that program.
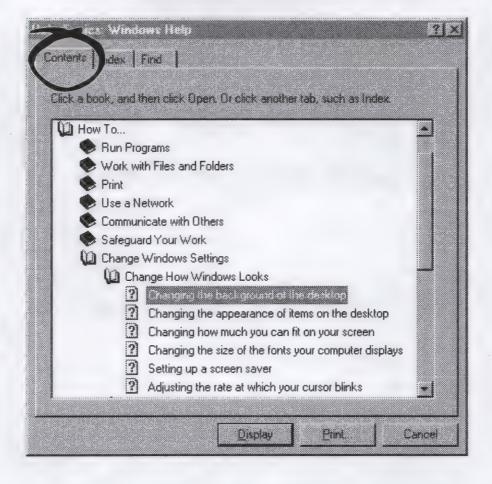
To find Help through the Contents
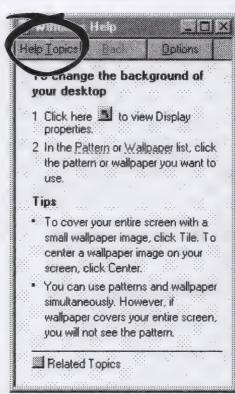
▼   Click the Contents tab to find topics grouped by subject,
     and then follow the instructions on your screen.

▲   To return to the list of topics,
     click Help Topics.
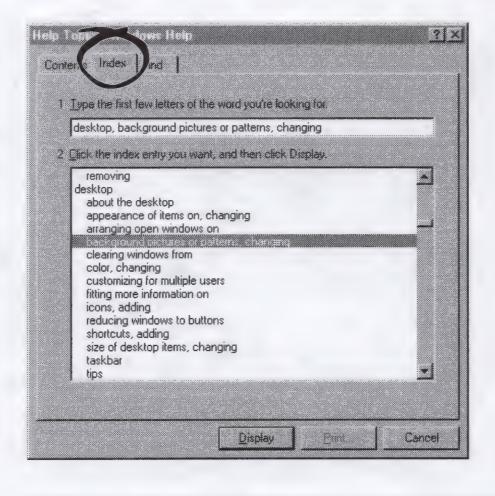
To find Help through the Index
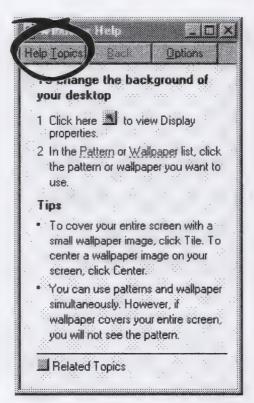
▼   Click the Index tab to find specific topics listed alphabetically,
     and then follow the instructions on your screen.
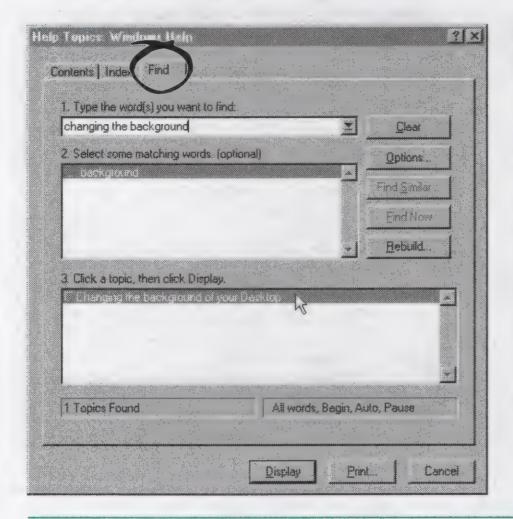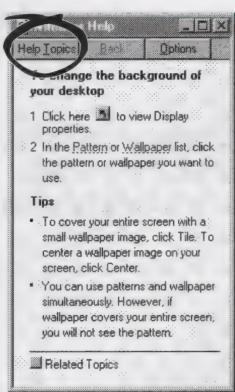
▲   To return to the list of topics,
     click Help Topics.

To find Help topics containing a word or phrase

▼ Click the Find tab to find all the topics that
contain a specific word or phrase, and then follow
the instructions on your screen.
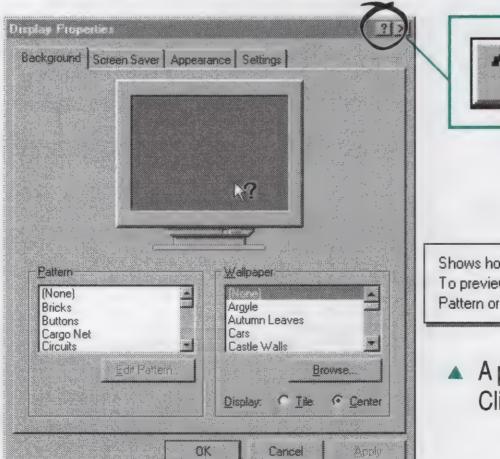
▲ To return to the list of topics,
click Help Topics.

To get Help on a specific item

▼ For information about an item in a dialog box,
click [?], and then click the item.

Shows how a pattern or wallpaper will look on your screen.
To preview a pattern or wallpaper, click its name in the
Pattern or Wallpaper list.

▲ A pop-up explanation appears.
Click it to make it disappear.

TIP
**You can also use your right
mouse button to click an item
on the screen. Then click the
What's This? command.**
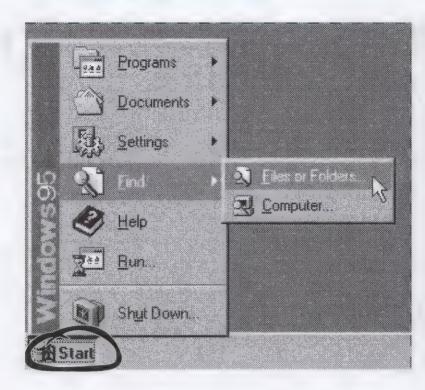
■ *See Also*
*For more information about dialog
boxes, see the "Visual Glossary"
appendix.*

Finding Something on Your Computer

If you don't know where a document or folder is, you can use the Find command to find and open it.

To find something
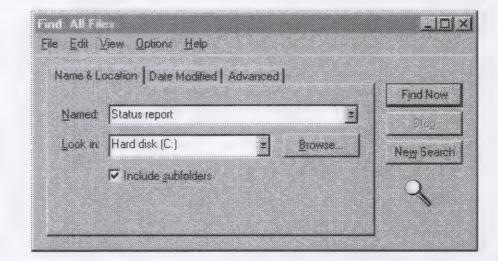
◄ **1** Click the Start button, and then point to Find.

◄ **2** Click Files Or Folders.

TIP
You can also use the Find command to search for a computer on the network.

▼ **3** Click the Named box, and then type the name of the file or folder you want to find.
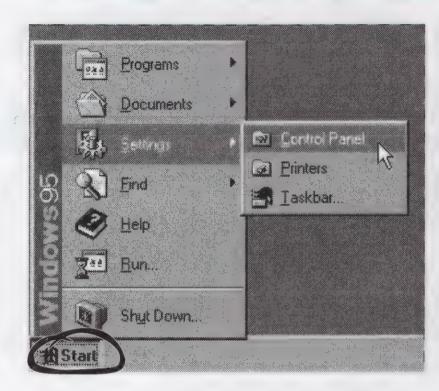
▶ **4** To specify where to search, click the arrow next to the Look In box, or click Browse.

▶ **5** To start the search, click Find Now.

Changing System Settings

Using Control Panel, you can change the way Windows looks and works.

To change Windows settings
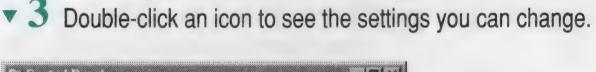
◄ **1** Click the Start button, and then point to Settings.

◄ **2** Click Control Panel.

▼ **3** Double-click an icon to see the settings you can change.

To see more settings, click the tabs at the top of the dialog box that appears.
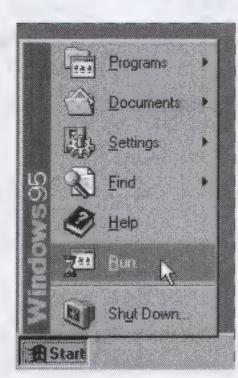
TIP

Some of the things you can use Control Panel for are changing your screen colors, installing or changing settings for hardware and software, and setting up or changing settings for a network.

The icons that appear in Control Panel vary depending on the hardware and software installed on your computer.

Starting a Program by Using the Run Command

If you know the name and path of the program you want to start, you can use the Run command to start it easily.

To start a program or open a folder or document

◄ **1** Click the Start button, and then click Run.
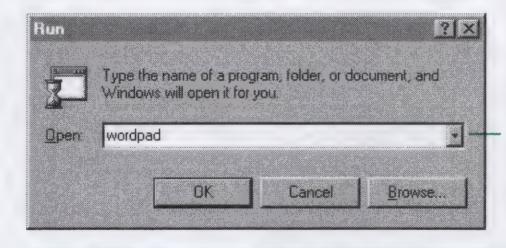
TIPS

If you aren't sure where the program is or how to specify the path, click the Browse button.

You can also open a folder on your computer by typing its name. If it is located on the network, type the path.

▼ **2** Type the name of the program, folder, or document you want to open. Or click Browse to look for the item.

You can click the down arrow to see commands you typed previously.

When you use the Run command, you can often specify just the name of the program instead of the full *path*. The following page explains how to use paths.

What is a path?

A path is a more direct way to describe where a file, such as a document or program, is located on your computer or the network. It lists the drive, such as the hard disk, floppy disk, CD-ROM drive, or shared network folder, that contains the document. It also lists all the folders that you need to open to find the document.

To specify the full path for a document, type the drive letter, followed by a colon (:) and backslash (\). Then list the folders in the order you open them. If there are more than one, separate the names by backslashes. Then type the filename.

Windows 95 supports long filenames, which can contain up to 250 characters. If you use long filenames, enclose the path in quotation marks.

Here are some examples of paths:

- To specify the location of the Readme file, which is located on drive C in the Windows folder, you would type:

  c:\windows\readme.txt

- To specify the location of a document named Party List.doc, located in the Holiday folder, which is in the Social Events folder on drive C, you would type:

  "c:\social events\holiday\party list.doc"

- To specify the location of a bitmap (drawing) named Canyon, which is located on the network in a shared folder named \\Pictures\Scenic, you could type:

  \\pictures\scenic\canyon.bmp

  Or, if the folder is mapped to drive D, you could type:

  d:\canyon.bmp

Shutting Down Your Computer
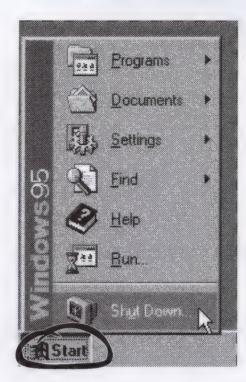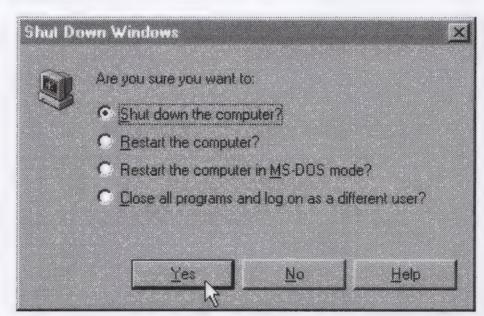
You need to shut down Windows before you turn off or restart your computer. That way you can be sure your work is saved to your hard disk.

Caution   To avoid damaging files, always shut down Windows before you turn off your computer.

To quit Windows and shut down your computer

◄ **1**   Click the Start button, and then click Shut Down.

◄ **2**   Click Yes. If you forget to save changes to documents, Windows prompts you to save changes.

► **3**   A screen message lets you know when you can safely turn off your computer.

For information about the other options in this dialog box, click the Help button.

CHAPTER 2

Beyond the Basics

Now that you feel comfortable with the basics, use this chapter to explore the new ways Windows 95 makes it easy to manage files and folders and print your documents.

Contents

Seeing What's on Your Computer

In Windows 95, the things you have on your computer — your programs, documents, and data files, for example — are all accessible from one place called My Computer. When you first start Windows, My Computer is located at the upper left of your Windows screen, or *desktop*.

To see what's on your computer
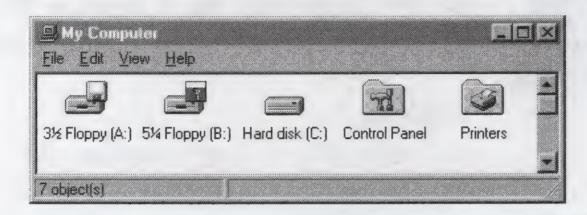
My Computer

◄ Double-click My Computer.

▼ A window appears, displaying several different pictures, called icons.

My Computer
File   Edit   View   Help
3½ Floppy (A:)   5¼ Floppy (B:)   Hard disk (C:)   Control Panel   Printers
7 object(s)
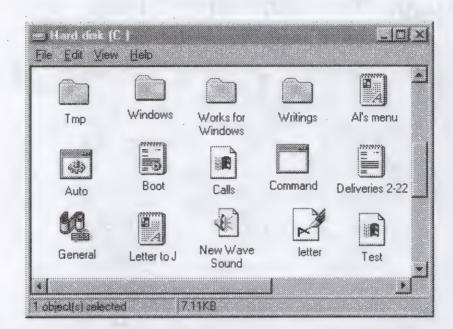
To use an item in My Computer, double-click the icon. The following list describes what happens when you double-click the various icons.

Double-click this icon	To see this
3½ Floppy	The contents of a floppy disk in your computer's 3.5-inch drive, if there is one.
5¼ Floppy	The contents of a floppy disk in your computer's 5.25-inch drive, if there is one.
Hard disk	The contents of your computer's hard disk.
	The contents of a network drive, if your computer is connected to one. For more information, see Chapter 3, "Introducing Networks."
	The contents of a compact disc in your computer's CD-ROM drive, if there is one.

Double-click this icon	To do this
Control Panel	Change the settings for your computer. For more information, see "Changing System Settings" in Chapter 1, "The Basics."
Printers	Set up printers and view information about your printers and the documents you print. For more information, see "Printing" later in this chapter.

When you double-click a disk-drive icon in My Computer, a window such as the following appears.

This icon	Represents
	A *folder,* which can contain files and other folders. To keep things organized, your work is stored in folders, just as you might store it in your office or at home. Your directories appear as folders.
	A *shared* folder. You share a folder so that other people on a network can use the folder's contents. For more information, see Chapter 3, "Introducing Networks."
	A *file,* the basic unit of storage in Windows. The *documents* you use and create are files, and so are the programs you use. Different types of files may have different-looking icons. This standard (generic) icon is used when a file type does not have a specific icon associated with it.
	A document that was created with WordPad, a text editor that is included with Windows.

You double-click these icons to see the contents of the folder or the information in the file, or to start a program.

Using Windows Explorer to see what's on your computer

Another way of seeing what's on your computer is to use Windows Explorer. Opening Windows Explorer gives you a view of your computer's contents as a hierarchy, or "tree." You can easily see the contents of each drive and folder on your computer, as well as of any network drives you are connected to.

TIPS
Another way to open Windows Explorer is to use the right mouse button to click the My Computer icon. Then click Explore.

To show or hide folders on the left side of the window, click the plus or minus sign beside the folder.

To see the hierarchy of folders

◄ **1** Click the Start button, point to Programs, and then click Windows Explorer.

The right side of the window displays the contents of the item you click on the left.
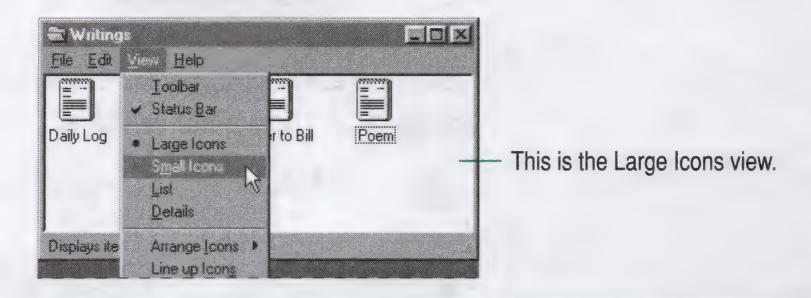
Your disk drives and folders appear here.

You can open a document or start a program by double-clicking its icon in the right side of the window.

You can look at the contents of your computer in different ways by using the View menu, as shown on the following page.
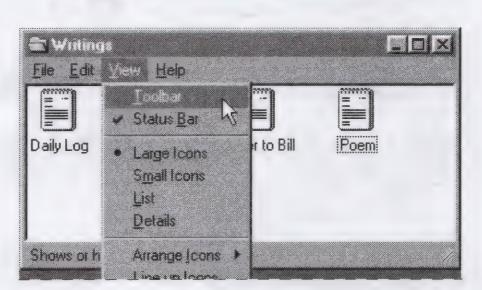
To change how icons are displayed

▼ On the View menu, click the Small Icons, List,
or Details command.

This is the Large Icons view.
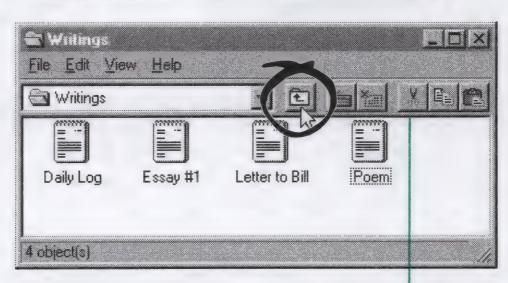
As you use My Computer, you may want to open the folder that contains
the folder you're looking at.

To display the previous folder

◄ **1** If the toolbar is not
visible, click View, and
then click Toolbar.

TIP
You can also press BACKSPACE **to
see the previous folder, whether
or not the toolbar is visible.**

◄ **2** On the toolbar, click the
Up One Level button.

The toolbar contains buttons
for common tasks.

See Also
*For more information about
toolbars, see the "Visual Glossary"
appendix.*

Organizing Files and Folders

This section details some basic procedures for organizing the information on your computer so it is easier to work with. The following procedures use My Computer. You can also use Windows Explorer to do these tasks.

To move or copy a file or folder

My Computer
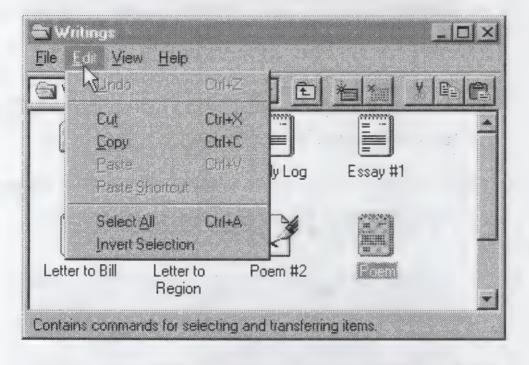
◄ **1** Double-click My Computer. Find the file or folder you want to move or copy, and then click it.

◄ **2** Click Edit.
- To move the file, click Cut.
- To make a copy of the file, click Copy.

◄ **3** Open the folder where you want to place the file, click Edit, and then click Paste.
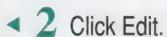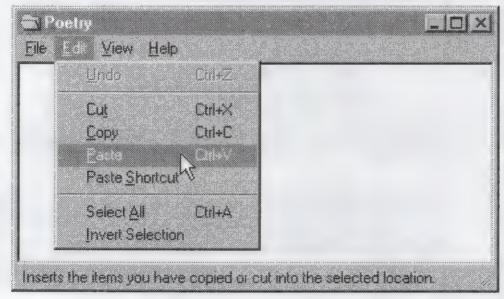
TIPS
A quick way to move and copy files and folders is to use your right mouse button. For more information, see "Using Windows Efficiently" later in this chapter.

You can copy a portion of text and place it as a "scrap" in a folder or on the desktop. For more information, look up "part of a document" in the Help Index.

■■ *See Also*
For information about finding files, see "Finding Something on Your Computer" in Chapter 1, "The Basics."

For related topics, look up "files" in the Help Index.

To delete a file or folder

My Computer
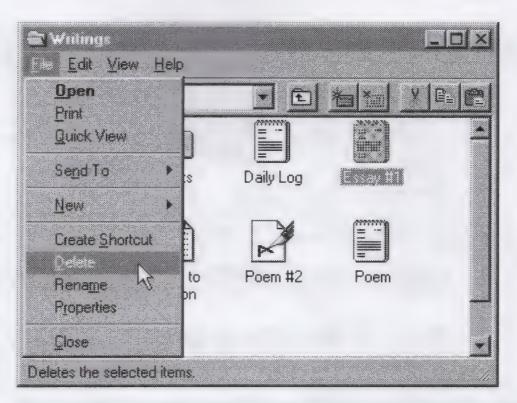
◀ **1** Double-click My Computer. Find the file or folder you want to delete, and then click it.

◀ **2** On the File menu, click Delete.

TIP
A quick way to delete a file is to drag it to the Recycle Bin on the desktop. For more information about dragging files, see "Using Windows Efficiently" later in this chapter.

What happens to deleted files?

The files you delete are put in the Recycle Bin, a holding place for files you no longer need. They are not actually removed from your hard disk until you "empty" the Recycle Bin.
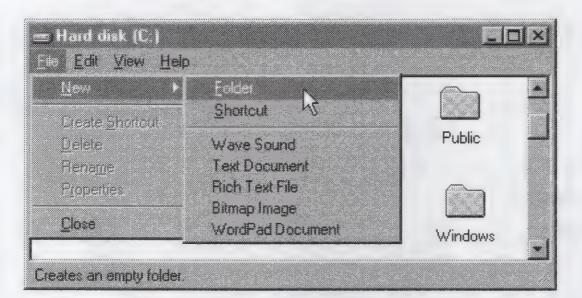
This means you can retrieve files you deleted in error, if you have not already removed them from the Recycle Bin. However, this also means that if you want to free up disk space, you must empty the Recycle Bin periodically. For more information, look up "Recycle Bin" in the Help Index.

If you delete a file at the command prompt or from a floppy disk, it does not go into the Recycle Bin.
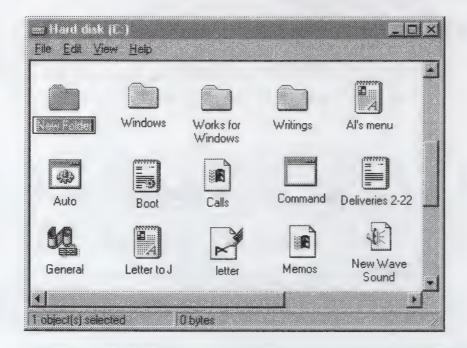
To create a new folder

My Computer

◄ **1** Double-click My Computer, and then double-click the disk drive or folder in which you want to place the new folder.

Hard disk (C:)				_ □ ×
File Edit View Help				
New ►	Folder			
	Shortcut			
Create Shortcut				Public
Delete	Wave Sound			
Rename	Text Document			
Properties	Rich Text File			
	Bitmap Image			
Close	WordPad Document			Windows
Creates an empty folder.				

◄ **2** On the File menu, point to New, and then click Folder.

Hard disk (C:)				_ □ ×
File Edit View Help				
New Folder	Windows	Works for Windows	Writings	Al's menu
Auto	Boot	Calls	Command	Deliveries 2-22
General	Letter to J	letter	Memos	New Wave Sound
1 object(s) selected		0 bytes		
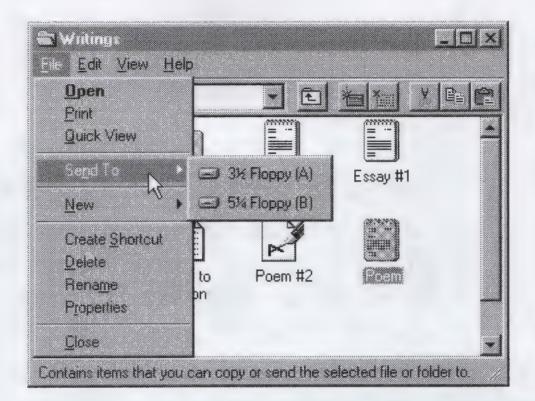
◄ **3** Type the name of the new folder, and then press ENTER.

When you want to copy files or folders from your hard disk to a floppy disk, the easiest way is to use My Computer.

To copy a file to a floppy disk

My Computer

◄ **1** Double-click My Computer. Find the file or folder you want to copy, and then click it.

◄ **2** On the File menu, point to Send To, and then click the drive where you want to copy the file or folder.

TIP
Another way to copy files is to use your right mouse button. For more information, see "Using Windows Efficiently" later in this chapter.

Selecting multiple items

You can select multiple items by pressing and holding down the CTRL key as you click each item you want, or by clicking Select All on the Edit menu to select every item in the window.

Working Within Documents

This section provides some basics of working within documents in Windows. For information specific to the program you're running, use Help within the program.

Copying, Moving, and Deleting Information
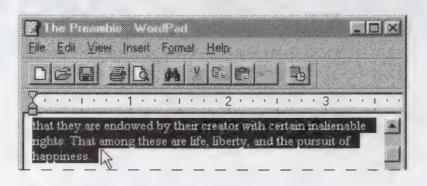
As you work, you often need to copy and move information – from one document to another, or from one place to another within a document. At times you also need to delete information.
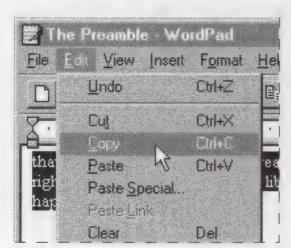
Selecting information in a document

Before you edit information, you usually must select (highlight) it. Place the mouse pointer where you want to start selecting. Then press and hold down the mouse button, and drag the pointer to where you want the selection to end. Then release the mouse button.

To copy or move information

▼ **1** Select the information.

TIP
After you select information, try using your right mouse button to click it. A menu appears, containing commands you can use to format or edit the selection.

◄ **2** Click Edit.
- To leave the information where it is and insert a copy of it somewhere else, click Copy.
- To delete the information and insert it somewhere else, click Cut.
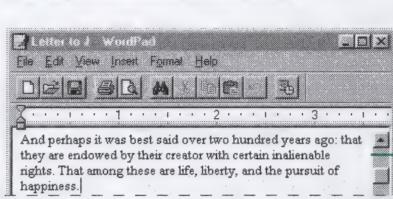
See Also
For more information about using the mouse and selecting, see the "Visual Glossary" appendix.

▼ **3** In the document where you want to insert the information, click the place where you want it to appear.

TIP
You can also move or copy information between different programs, such as between Paint and a WordPad document. For more information, look up "pasting, information from another document" in the Help Index.

◄ **4** On the Edit menu, click Paste.

The new information appears in the document.
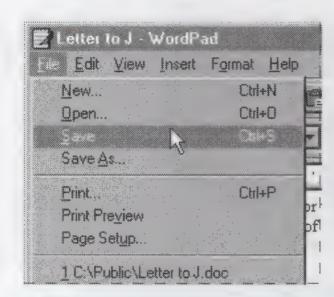
Saving Your Work
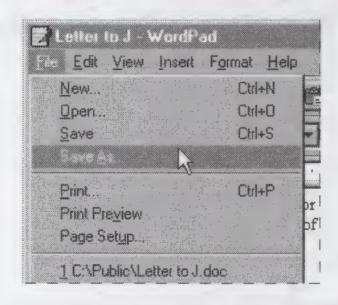
To save the changes you made to an existing document or the work you've done in a new document, you need to save the document.

To save changes to an existing document

▼ On the File menu, click Save.

To save a new document
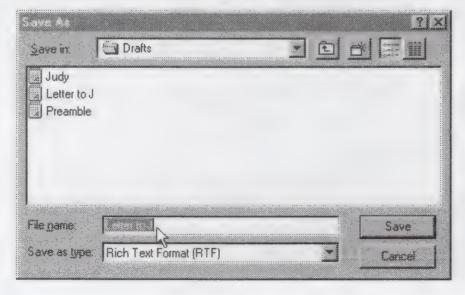
◄ **1** On the File menu, click Save As.
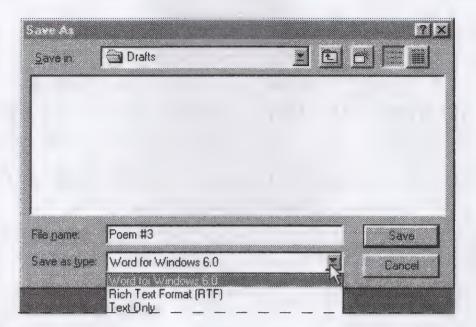
◄ **2** Type a name in the File Name box.
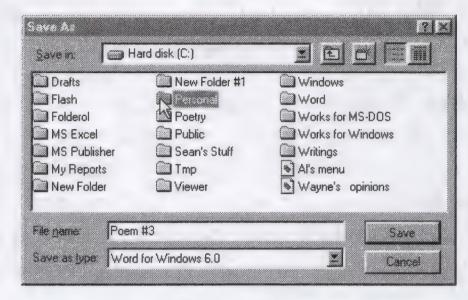
TIP
To save a file in the folder one level above, click the Up One Level button to the right of the Save In box.

◄ **3** To change the file type, click the arrow next to Save As Type, and then click the type you want.

◄ **4** To save to a different drive and/or folder, open the Save In list, click the drive you want, and then double-click the folder.

◄ **5** Click Save.

Printing
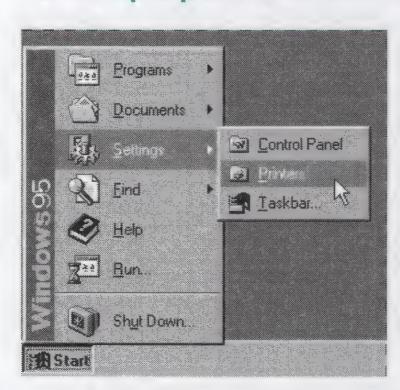
Windows 95 offers significant improvements to printing – in particular, to the way you set up a printer to print from Windows. This section covers the basics of printer setup and printing. Additional printing topics are covered in Help.

Setting Up a Printer

Setting up your printer is easy and fast, thanks to the Add Printer *wizard*, a step-by-step printer setup program.

Note Before you begin, make sure your printer is correctly connected to your computer and that you know the make and model of the printer. If you're planning to use a shared printer over the network, you may also need to know the *path* to it (for example, \\Accounting\Printer1 might be the path to a network printer). Or you can browse for the printer in Network Neighborhood and then double-click its icon to set it up.

To set up a printer for use with Windows
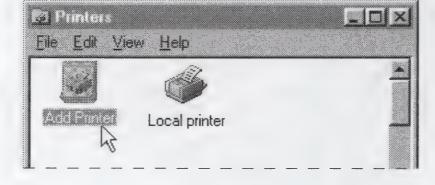
◄ **1** Click the Start button, point to Settings, and then click Printers.

TIP
If any printers are already set up, their icons appear in the Printers folder. These printers are ready for you to use.
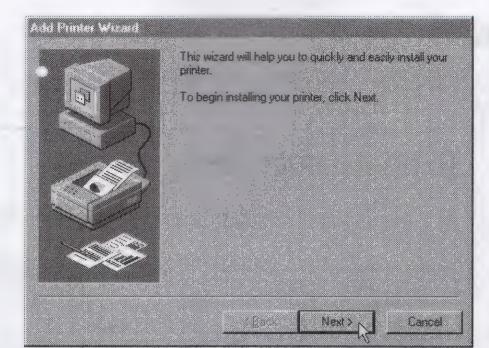
◄ **2** Double-click Add Printer.

■■■ *See Also*

For information about Network Neighborhood, see Chapter 3, "Introducing Networks."

For more information about paths, see "Starting a Program by Using the Run Command," in Chapter 1, "The Basics."
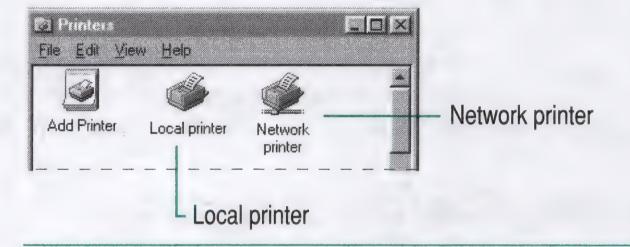
◄ **3** Follow the instructions on your screen.
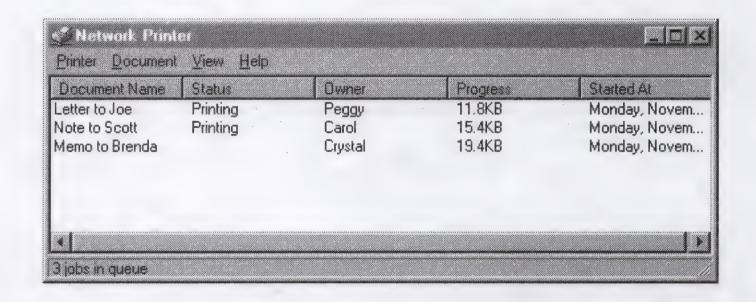
TIP
You can use these same steps to set up a shared network printer. Just click Network Printer when the wizard prompts you.

▼ **4** When you finish, the icon for your printer appears in the Printers folder. Your printer is ready for you to use. If you set up both local and shared network printers, notice that the icons are different.

Network printer

Local printer

You can double-click the printer icon in the Printers folder to see the documents that are printing or waiting to print, and to manage printing. For example, you can pause or cancel the printing of one or more documents.
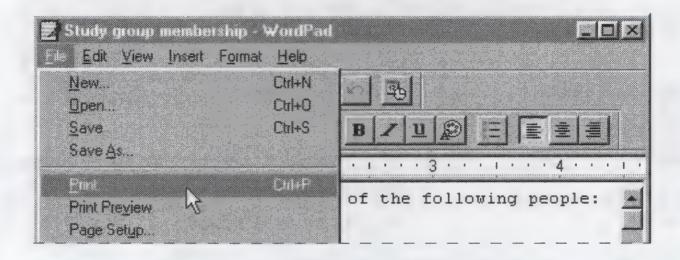
See Also
For more information about printing, look up "printing" in the Help Index.

Printing a Document

After you have set up a printer, you can easily print your documents.

To print a document

▼ If the document is open, click File, and then click Print.

An easy way to print is to drag the icon for your document onto a printer shortcut icon on the desktop. For information about creating shortcuts, see "Putting a Shortcut on the Desktop" later in this chapter.

Troubleshooting Printing Problems

If you have trouble printing in Windows, you can use the printing troubleshooter included in Help. The troubleshooter helps with problems such as your documents printing incorrectly or not at all. For more information, look up "print troubleshooting" in the Help Index.
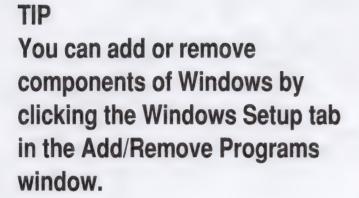
Installing Software
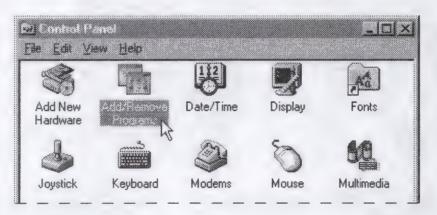
Windows provides a quick way to set up new programs on your computer.

To install programs
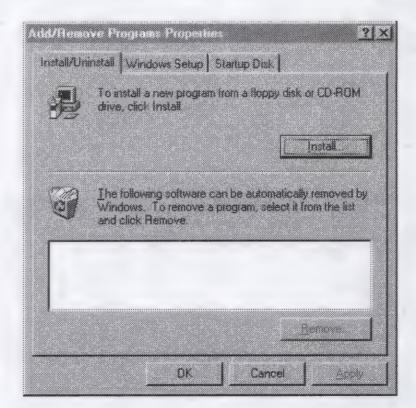
◄ **1** Click the Start button, point to Settings, and then click Control Panel.

TIP
You can add or remove components of Windows by clicking the Windows Setup tab in the Add/Remove Programs window.

◄ **2** Double-click Add/Remove Programs.

◄ **3** Follow the instructions on your screen.

■ **See Also**
For Help on an item in a dialog box, click the question-mark button in the upper-right corner of the window, and then click the item.
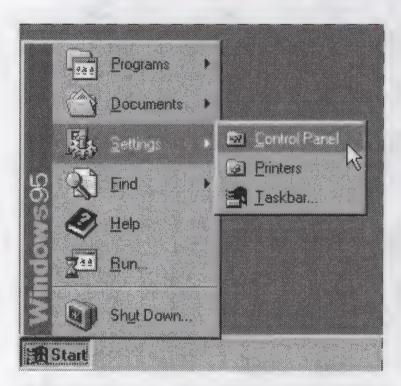
For information about installing a program over a network, look up "programs, installing" in the Help Index.

Installing Hardware
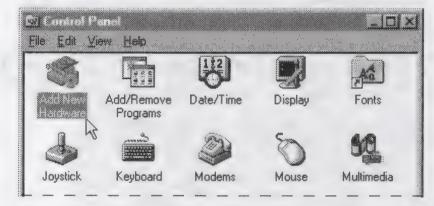
Windows can help you set up new hardware, such as a sound card, on your system.

Note If you haven't already inserted your hardware card in your computer, you should do so before starting this procedure. You should turn off and unplug your computer before taking the cover off. For more information, see your hardware documentation.
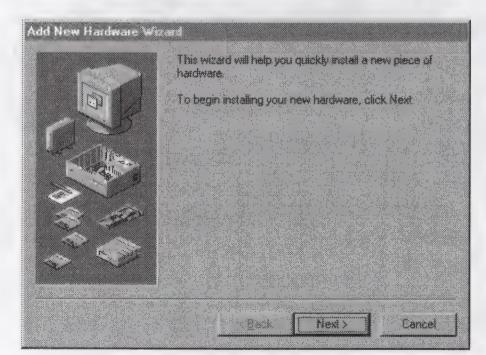
To install hardware

◄ **1** Click the Start button, point to Settings, and then click Control Panel.

◄ **2** Double-click Add New Hardware.

◄ **3** Follow the instructions on your screen.

Using Windows Efficiently
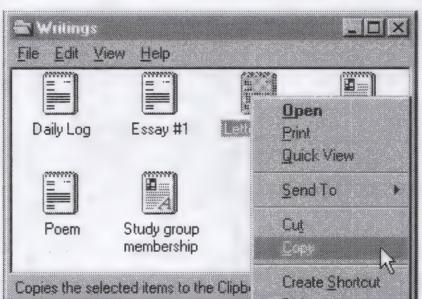
Windows provides some special features to speed up the way you work. In addition to the button on the left side of the mouse, now you can use the right mouse button to access and move information faster or to create shortcuts to documents, programs, and other items.

Copying and Moving Files Quickly
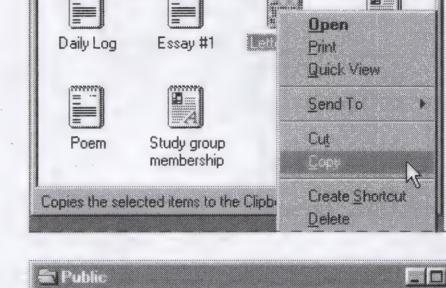
There are two ways of using the right mouse button to copy or move files quickly: by using menu commands and by *dragging*.

To move or copy by using the right mouse button
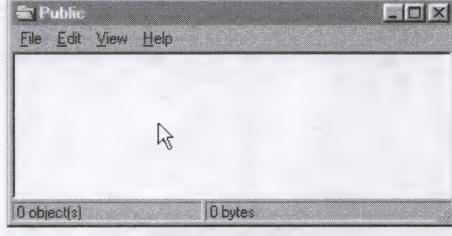
▼ **1** Use the right mouse button to click the file you want to move or copy.
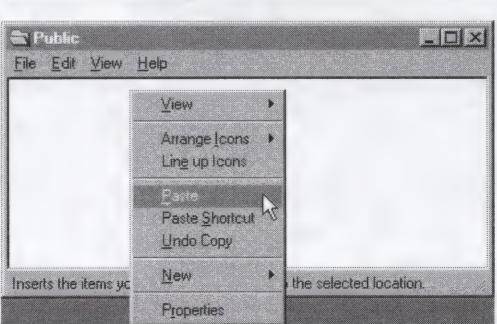
◀ **2** To move the file, click Cut. To copy the file, click Copy.

◀ **3** Open the folder where you want to place the file. Then use the right mouse button to click an empty part of the window.

◀ **4** Click Paste.

TIPS
You can quickly copy a file to a floppy disk by clicking Send To after you use your right mouse button to click the file icon.

When you use the right mouse button to click various items in Windows, shortcut menus appear that contain many useful commands.

▬▬ **See Also**
For information about using the mouse, see the "Visual Glossary" appendix.
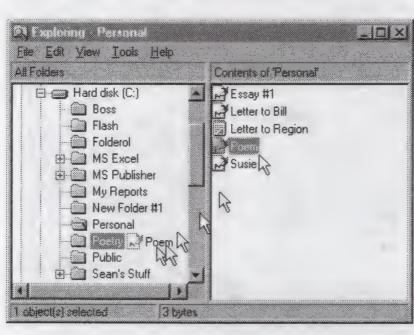
Sometimes the quickest way to move and copy information is to drag it from one place to another by using your mouse. You can move or copy files and folders to another folder or disk drive.
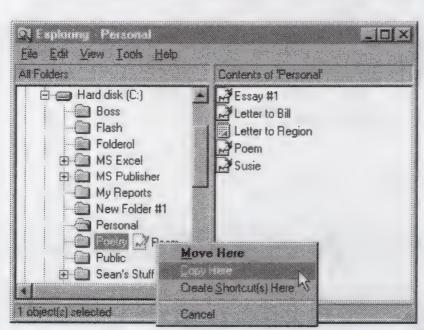
To move or copy by dragging

◄ **1** In Windows Explorer, open the folder that contains the file you want to move or copy.

TIP
You can also move or copy a file by dragging it using the left mouse button. Dragging a file between two folders on the same drive moves the file. Dragging a file between different drives copies it instead.

◄ **2** Use the right mouse button to drag the file to the folder where you want to move or copy it. Then release the mouse button.

◄ **3** Click Move Here or Copy Here.
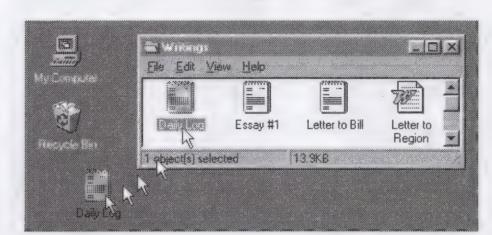
Putting a Shortcut on the Desktop

Shortcuts provide easy access to the documents and programs you use most often. For example, suppose you keep track of your activities in a document called Daily Log. You can place a shortcut to Daily Log on the Windows desktop.
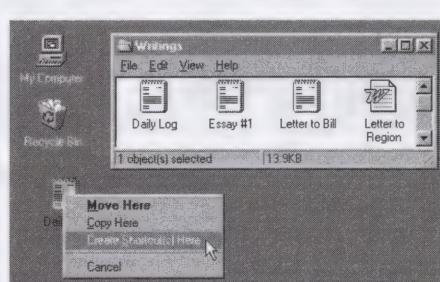
You can then open the document without having to find it first, by double-clicking the shortcut icon. A shortcut does not change a file's location; it just lets you open the file quickly. You can create a shortcut to any object, including folders, disk drives, other computers, or printers.

To put a shortcut on the desktop
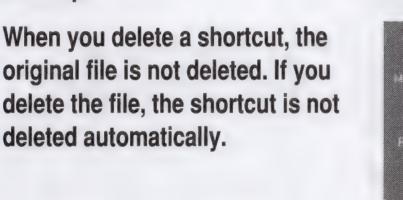
▼ 1 In My Computer or Windows Explorer, locate the item you want easy access to.

◄ 2 Use the right mouse button to drag the item to the desktop. Then release the mouse button.
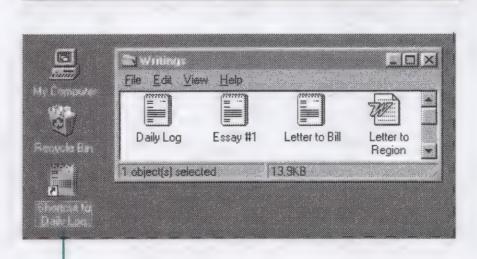
TIPS
You can put a shortcut in any folder, in addition to on the desktop.

When you delete a shortcut, the original file is not deleted. If you delete the file, the shortcut is not deleted automatically.

◄ 3 Click Create Shortcut(s) Here.

The shortcut appears on your desktop.
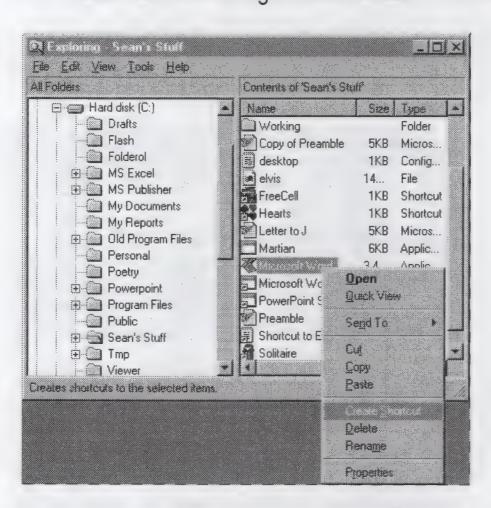
Keeping Programs Handy

You can get to work more quickly if the programs you use most often are readily available.
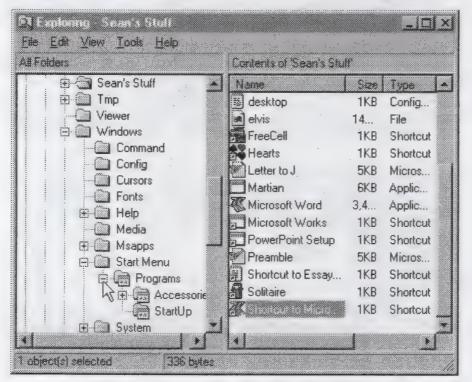
For example, you might want to have a program start automatically when you start Windows. To do this, you create a shortcut to the program in your StartUp folder.

To set up a program to start when Windows starts

▶ **1** In Windows Explorer, locate the program you want, and then use the right mouse button to click it.

◀ **2** Click Create Shortcut. A shortcut icon appears.
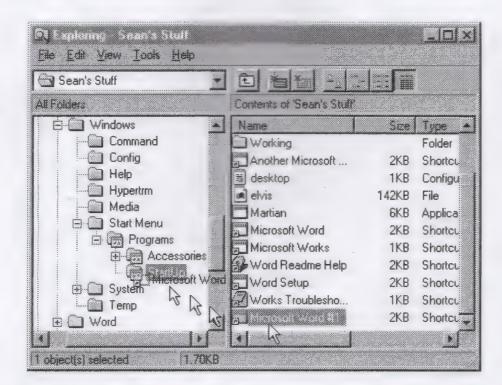
◀ **3** Click the plus signs next to the Windows folder, the Start Menu folder, and then the Programs folder.

4 Drag the shortcut icon to the StartUp folder, and then release the mouse button.

The program appears in the StartUp folder and will start each time you start Windows.

TIP
You can set up the program to start minimized instead of in a window. For information, look up "minimized windows" in the Help Index.
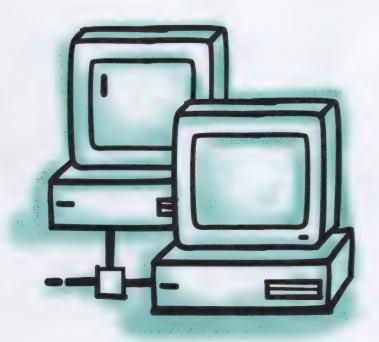
More ways to keep programs handy

- You can drag a program icon onto the Start button from My Computer or Windows Explorer. The icon will then appear at the top of the Start menu.

- You can add programs to any of the folders on the Programs menu, or create a new folder. For more information, look up "Programs menu" in the Help Index.

- If you want a program or document to be instantly available, you can place a shortcut to it on the Windows desktop. For more information, see "Putting a Shortcut on the Desktop" earlier in this chapter.

CHAPTER 3

Introducing Networks
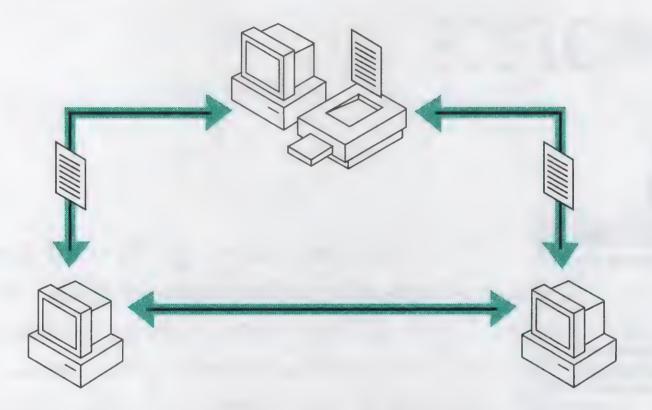
When you're ready to go beyond the computer on your desk, use this chapter to learn the basics of working on a network. You will learn how to set up your computer to use a network, and how you and your co-workers can share documents, programs, and printers to work more efficiently.

Contents

Using the Network

A network is a group of computers connected to each other or to a central server so they can share *resources* such as documents and printers.

Your connection to a network can change the way you work:

- You can use programs and documents from another computer without passing floppy disks back and forth.

- You can print documents on a printer attached to another computer, or use another computer's fax modem, just as if they were connected to your computer.

- You can gain access to the Internet.

- You may also be able to send and receive messages by using electronic mail, or connect to your work computer from home.

See Also

For information about using the Internet, see "Connecting to the Internet" at the end of this chapter.

Introducing the Network Neighborhood

If your computer is set up to use a network, the Network Neighborhood icon appears on the desktop.

Network
Neighborhood

When you double-click Network Neighborhood, you might see the computers in your *workgroup* or any NetWare servers you are connected to. Generally, your workgroup has been set up by an administrator so that the computers in it contain most of the resources you want to use.

You can see other computers on the network – those not in your workgroup – by double-clicking the Entire Network icon, which appears in Network Neighborhood.

Entire Network

If your computer is not set up to use a network, read the following section.
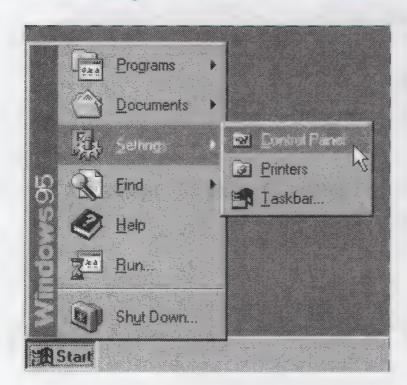
Setting Up Your Computer to Use a Network

There are two major steps in setting up a network: setting up your hardware and setting up your software.

Note Your computer may already be set up to use a network. If Windows prompts you for a network password at startup, and if the Network Neighborhood icon appears on the Windows desktop, your network is already set up and you can skip this section.

Before setting up the software, be sure your network hardware is correctly installed. This includes the network adapter (network card or other device) and cables.

To set up network software
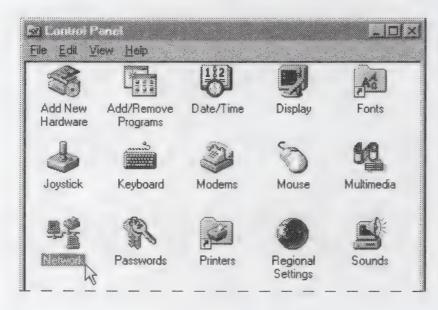
◄ **1** Click the Start button, point to Settings, and then click Control Panel.
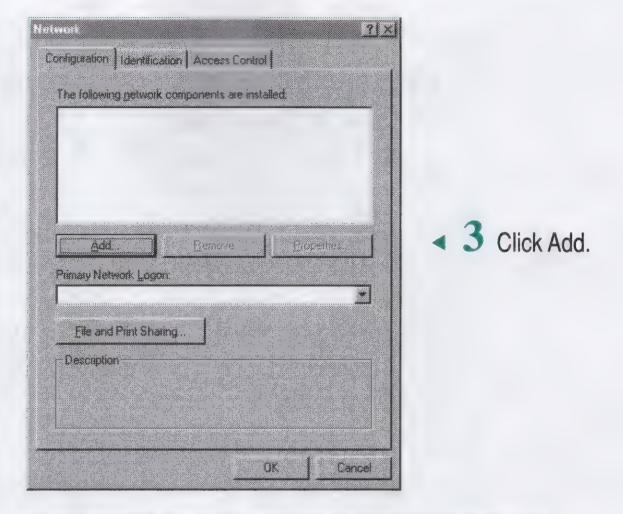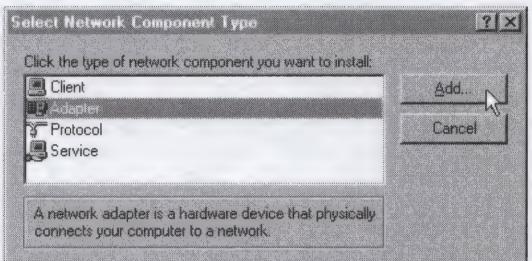
◄ **2** Double-click Network.

◄ **3** Click Add.

◄ **4** Click Adapter, and then click Add.

▸ **5** Follow the instructions on your screen. If you don't know what kind of adapter you have, check the documentation that came with it.

When you set up a network adapter, Windows automatically sets up the other network components you need to use the network.

See the following page for descriptions of the network components.

See Also
For Help on an item in a dialog box, click the question-mark button in the upper-right corner, and then click the item.

What are the network components?

- *Client* software enables you to connect to network resources such as folders and printers that have been shared on computers on the network.

  With Client for NetWare Networks, you can connect to Novell® NetWare® servers. With Client for Microsoft Networks, you can use resources shared on computers running Microsoft Windows 95, Windows for Workgroups, Windows NT™, LAN Manager, and on other Microsoft-compatible computers.

- A network *adapter* is an expansion card or other device that physically connects your computer to the network.

- A *protocol* might be called the language your computer uses when communicating over the network. Several protocols are available. Two computers must use the same protocol to communicate with each other.

- *Service* software includes services such as file and printer sharing for your computer or automatic backup to a network server.
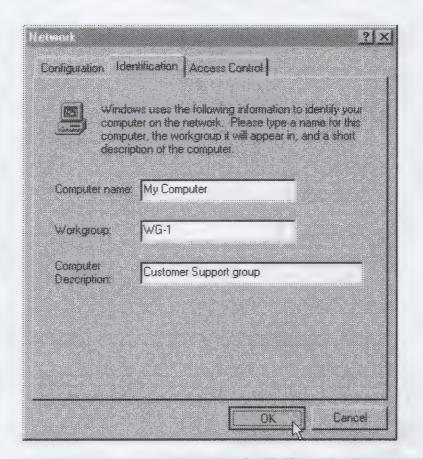
Identifying your computer on the network

After setting up network software, you need to give Windows some information to identify your computer on the network. For example, your network administrator may have assigned your computer to a workgroup of computers. These are likely to contain most of the resources you will want to use.

You identify your computer by using the procedure on the next page.

See Also

For more information about sharing, see "Sharing Your Folders or Printers" later in this chapter.

To identify your computer on the network

▼ **1** In the Network dialog box, click the Identification tab.

▼ **2** Type a name for your computer, your workgroup name, and a brief description of your system that other people will see when they look at your computer on the network.

Sharing Your Folders or Printers
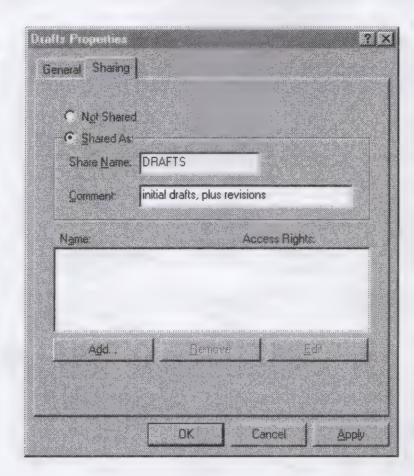
If you installed file and printer services for Microsoft Networks or NetWare Networks, you can *share* your documents and any printers attached to your computer with other people on the network. To share documents, you share the folder they are in.

Giving permission to use your shared resources
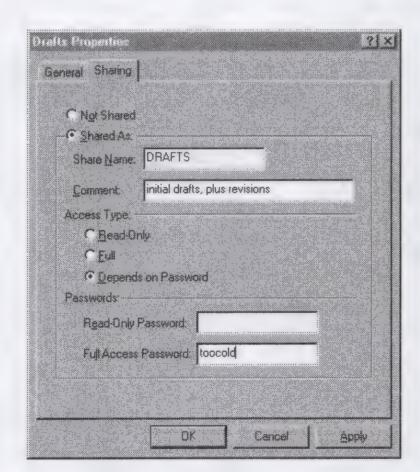
There are two ways to grant people access to the folders and printers you share over the network:

- Share-level access control – Anyone wanting to use the shared resource must know the password you have assigned to it.

- User-level access control – As you share a resource, you specify the names of people or groups who are authorized to use it. If you choose this type of access, you need to specify the computer or domain where the list of authorized users is located.

Windows automatically assigns a permission setting when you set up to share resources. For information about choosing a different type of permission, look up "access to your computer" in the Help Index.

Note The dialog box you use to share a folder or printer appears differently depending on what kind of access control you use. The following illustration shows sharing with user-level access control.
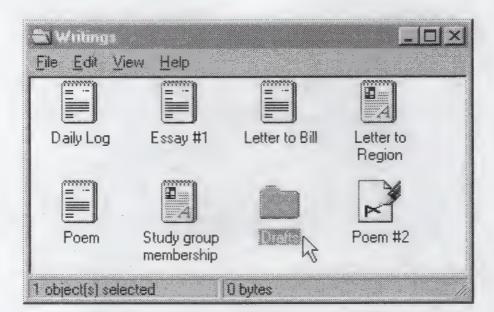
The following shows the same dialog box with share-level access control.
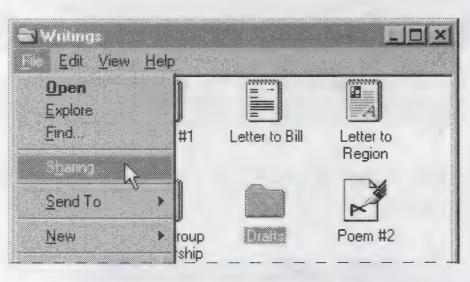
The following procedures show share-level access control.

To share a folder
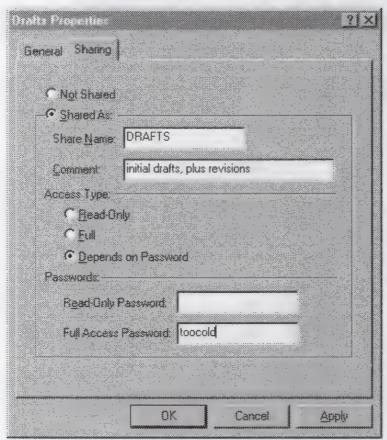
◄ **1** Locate the folder you want to share, and then click it.

◄ **2** On the File menu, click Sharing. (If sharing is not on the menu, you need to install file and printer sharing.)

◄ **3** Click the options you want.

To share your printer

◀ **1** Click the Start button, point to Settings, and then click Printers.

◀ **2** In the Printers window, click the printer you want to share.

◀ **3** On the File menu, click Sharing.

◄ **4** Click the options you want.

Note The tabs that appear in the printer properties dialog box will vary depending on the type of printer you have.

Using Resources Located on Other Computers

Working with a file or folder located on another computer is much like working with those on your own computer. To use resources someone has shared on the network, you open the folder that contains them.
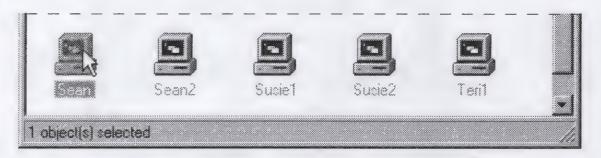
To use a shared folder

Network Neighborhood

◄ **1** Double-click Network Neighborhood.
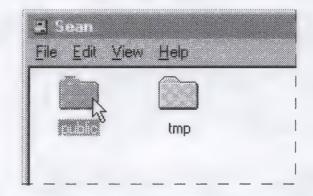
▼ **2** Double-click the icon for the computer that contains the folder you want.

Sean	Sean2	Susie1	Susie2	Teri1

1 object(s) selected

Sean
File Edit View Help

public   tmp

◄ **3** Double-click the folder that contains the document or program you want.

TIPS

If the computer is not in your workgroup, double-click Entire Network.

You can also create a shortcut to a network resource. For information about shortcuts, see "Putting a Shortcut on the Desktop" in Chapter 2, "Beyond the Basics."

You can use the Find and Run commands on the Start menu to find network resources. For more information, see Chapter 1, "The Basics."

To use a printer that has been shared on the network, you need to set up the printer on your computer. For information, see "Setting Up a Printer" in Chapter 2, "Beyond the Basics."

Mapping a drive letter to a network resource

If you need to connect often to the same shared folder, you may want to assign a drive letter to it — such as drive K or S. Then you can just switch to that drive in My Computer or Windows Explorer when you want to use the resource.

To learn how to map a drive letter to a network resource, look up "mapping, drive letters" in the Help Index.
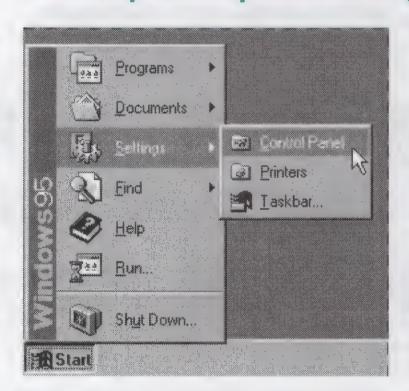
Using Dial-Up Networking

Whether you're at home or on the road, you can use Dial-Up Networking to connect to your office computer and the network it is on. By using a modem and *dialing in* to the computer, you can use any shared resource, such as a folder or printer, on the computer or network.

To connect two computers in this way, they must both have modems installed. You must also set up Dial-Up Networking on both computers, and the computer you want to dial into must be set up as a server.

If there is no icon for Dial-Up Networking in the My Computer window, you can use the following procedure to install it.

To set up Dial-Up Networking
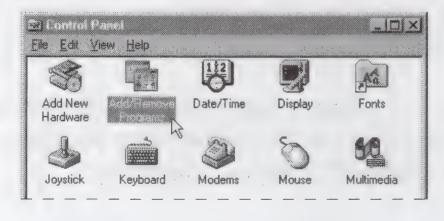
◄ **1** Click the Start button, point to Settings, and then click Control Panel.

TIP
You can also connect computers by using a serial or parallel cable. For more information, look up "Direct Cable Connection" in the Help Index.

◄ **2** Double-click Add/Remove Programs.

■ *See Also*
For more information, look up "Dial-Up Networking" in the Help Index.
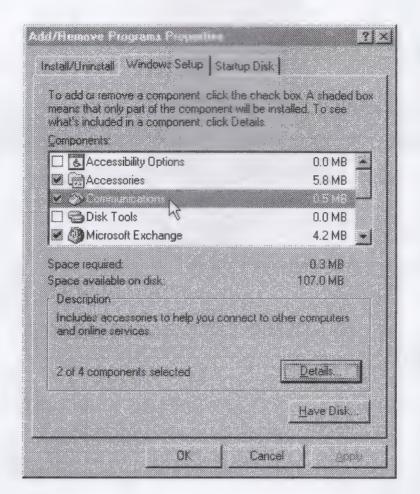
For information about sharing folders, see "Sharing Your Folders or Printers" earlier in this chapter.
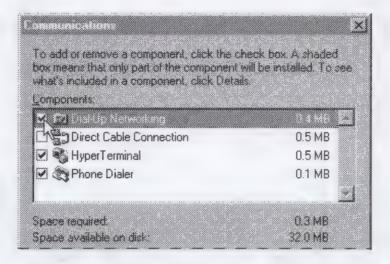
TIPS
After setting up Dial-Up Networking on the computer you will dial into, be sure to share the folders you will be using.
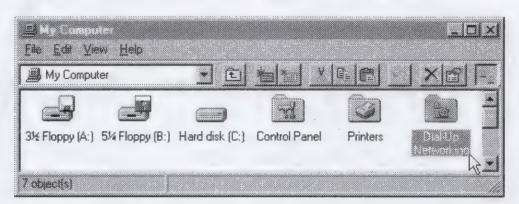
You can also use Add/Remove Programs to install other Windows accessories that may not have been installed when you first set up Windows.
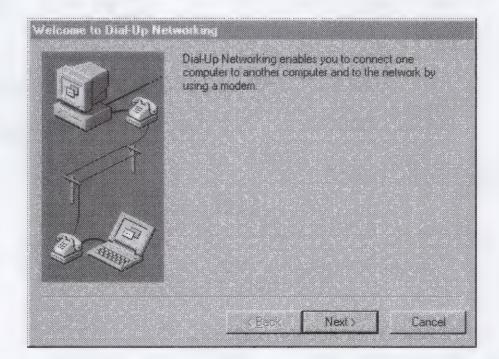
◄ **3** Click the Windows Setup tab, click Communications, and then click Details.

◄ **4** Click the Dial-Up Networking check box, and then click OK. Click OK again, and follow the instructions on your screen.

◄ **5** Double-click My Computer, and then double-click Dial-Up Networking.

◄ **6** Follow the instructions on your screen.

Connecting to the Internet

The Internet is a rich online source of information, from bulletin boards and discussion groups to electronic mail and up-to-date news information. Windows provides two ways to connect to the Internet:

- Using The Microsoft Network, a new online service, you can gain access to Internet news groups, download software, and send and receive e-mail over the Internet. To sign up for The Microsoft Network, double-click the icon for The Microsoft Network on your desktop.

- Using Dial-Up Networking, you can connect to the Internet through an Internet access provider or a direct server connection. Then, you can use ftp and Telnet (browsing utilities that come with Windows) to connect to various Internet sites. Or you can use other Windows-based programs to browse the World Wide Web (WWW). These programs are available from various ftp sites or from software vendors.

More network features

Here are some other things you may be able to do when you're connected to a network:

- Use electronic mail – For more information, look up "Microsoft Exchange" in the Help Index.

- Create a shortcut to a network resource – For more information about shortcuts, see "Putting a Shortcut on the Desktop" in Chapter 2, "Beyond the Basics."

- Use the Run command to connect to a network resource – For more information, see "Starting a Program by Using the Run Command," in Chapter 1, "The Basics."

See Also

For more information about connecting to the Internet, look up "Internet, connecting to" in the Help Index.

For more information about Dial-Up Networking, see the previous section, "Using Dial-Up Networking."

For more information about The Microsoft Network, look up "Microsoft Network" in the Help Index.

CHAPTER 4

The Possibilities

Look here to discover some of the exciting things to do in Microsoft Windows 95. To learn more about a Windows feature, look up the topic in Help and you'll be ready to try something new.

If you find that a component described here is not available on your computer, see the last section in this chapter.

Contents

Having Fun

When you're not working, you can play games or customize the way Windows looks. Here are only some of the fun things you can do.

Explore sound and animation

Windows provides many multimedia features. You can use CD Player to play audio compact discs, Sound Recorder to play or record sounds, or Media Player to view animations.

Play games
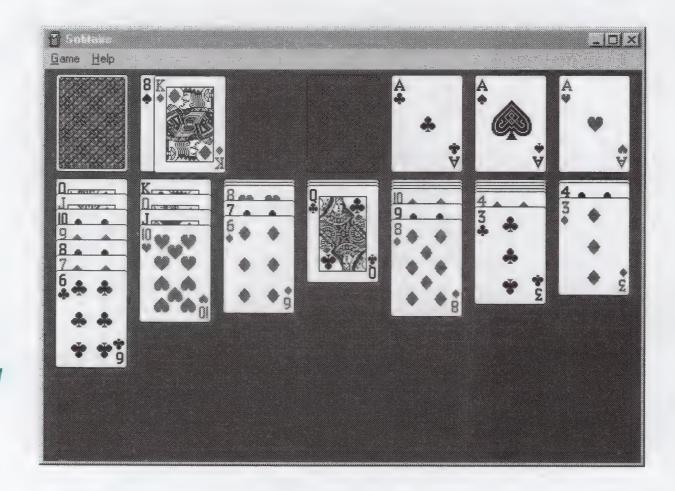
If you're looking for a fun challenge, try the games that come with Windows – for example, Solitaire, one of the most popular card games of all time.

Set up a screen saver

Screen savers can save wear and tear on your screen and protect your work when you're away from your computer. Several screen savers come with Windows.
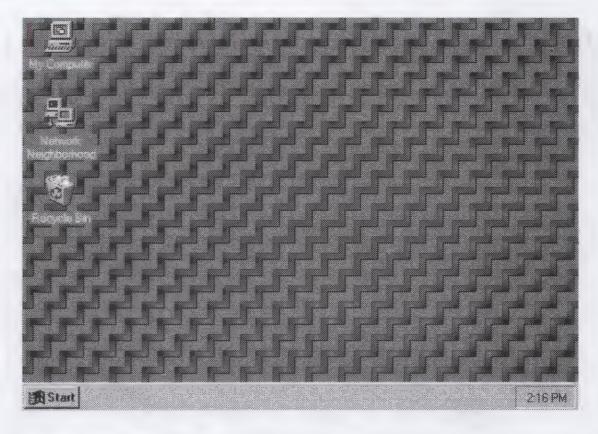
▲ Flying Windows screen saver

Change the appearance of Windows

You can personalize Windows with pictures, patterns, and colors by using Control Panel. You can display pictures or patterns as "wallpaper" for Windows, or use your own scanned photos. You can also change your Windows colors to an existing scheme, or create your own.

▲ Zigzag wallpaper

See Also

To change the way Windows looks, look up "settings, desktop settings, changing" in the Help Index. You can also look up "screen savers," "wallpaper, displaying" or "colors."
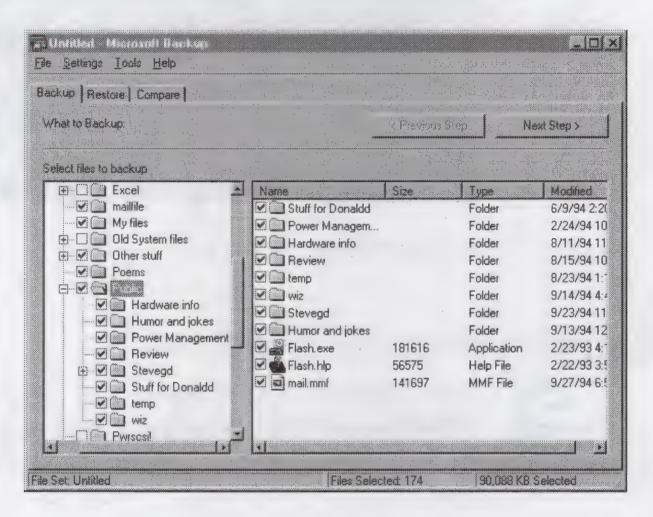
Maintaining Your System

Windows provides tools that you should use regularly to maintain your hard disk. Look for these tools in the System Tools folder, which is located in the Accessories folder.

Back up the information on your disk
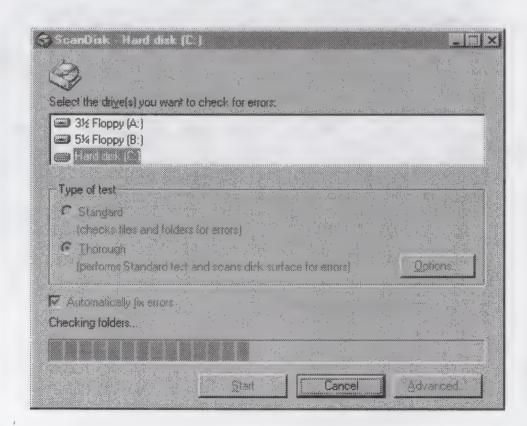
Backing up your files safeguards them against loss if your hard disk fails or you accidentally overwrite or delete data.

Check and repair your disk by using ScanDisk

ScanDisk can check the files and folders on your hard disk for data errors, and it can also check the physical surface of the disk.
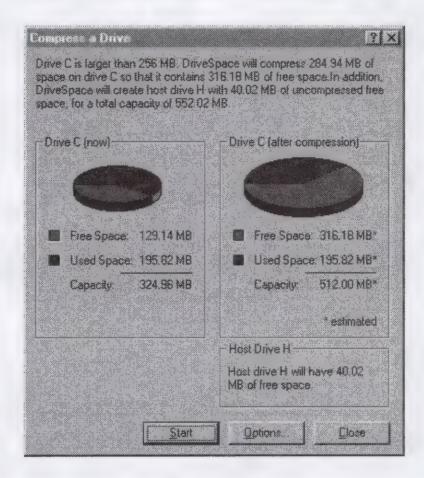
Optimizing Your Computer

Windows includes several features to improve your computer's performance. Look for these tools in the System Tools folder, which is located in the Accessories folder.

Increase disk space by compressing data

You can free up space on hard and floppy disks by using DriveSpace to compress the data that is on them. If your drive is uncompressed, compressing it will generally give you 50 to 100 percent more free space.

Defragment your disk
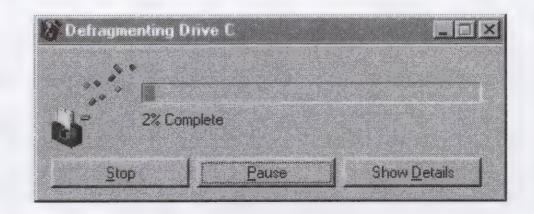
Over time, files can become divided into fragments that are stored in different locations on your hard disk. These files are complete when you open them, but it takes longer for your computer to read from and write to them. To defragment your files and speed up performance, use Disk Defragmenter.

See Also

For more information about DriveSpace, look up "compressing disks" in the Help Index.

For more information about Disk Defragmenter, look up "defragmenting your hard disk" in the Help Index.
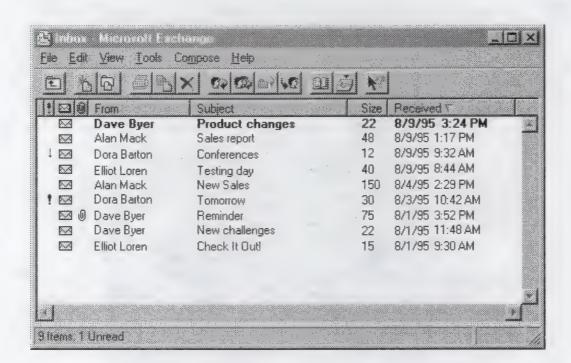
Communicating with the World

Windows provides several ways for you to communicate with co-workers and friends and with the rest of the world.

Share information by using electronic mail
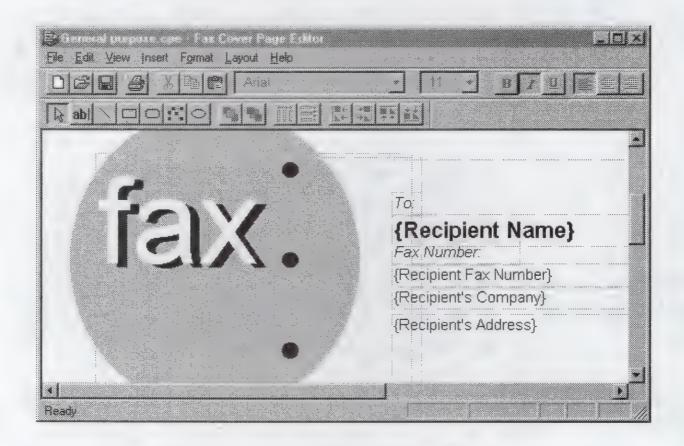
Microsoft Exchange features a universal Inbox where you can send and receive electronic mail, and organize, access, and share all types of information, including faxes and items from online services.

Send and receive faxes

You can use Microsoft Fax to send and receive fax messages. All you need is a fax modem you can access on a network or one attached to your own computer. Incoming faxes appear as messages in your Microsoft Exchange Inbox. Microsoft Fax comes with a Cover Page Editor (including several sample cover pages) and a Fax Viewer for viewing faxes that cannot be edited.

See Also
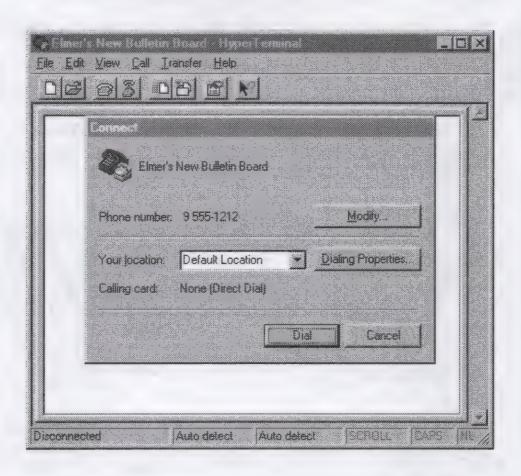
For more information about using mail, look up "Microsoft Exchange" in the Help Index.

For more information about Microsoft Fax, look up "fax" in the Help Index.

Connect to other computers
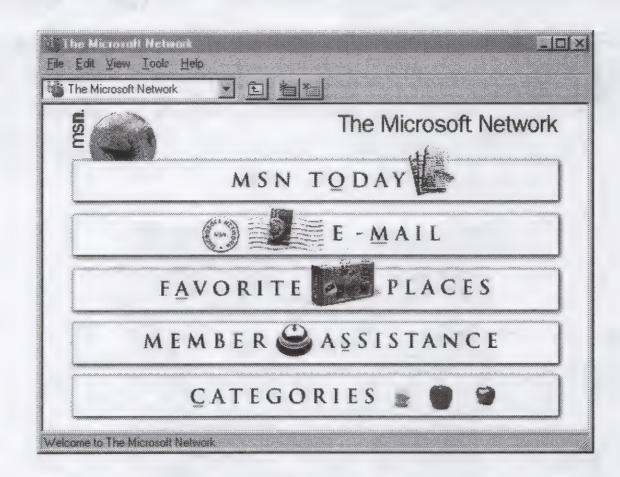
You can use HyperTerminal and a modem to connect to a remote computer that is not running Windows. This enables you to easily connect to bulletin boards, host systems, or text-based online services. HyperTerminal even configures your modem for you and enables you to dial automatically.

Explore the online world

Windows 95 also features access to a new online service: The Microsoft Network. Using it, you can exchange messages with people around the world; read the latest news, sports, weather, and financial information; find answers to your technical questions; download from a collection of thousands of useful programs; connect to the Internet; and more!

See Also

For more information about HyperTerminal, look up "HyperTerminal" in the Help Index.

For more information about The Microsoft Network, look up "Microsoft Network" in the Help Index.
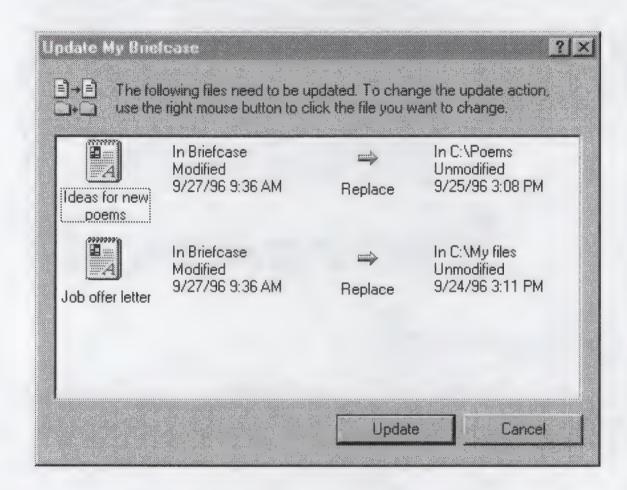
Making Your Work Mobile

Windows provides some special programs that make taking your work with you easy and convenient.

Update files on two computers

Sometimes you might work on the same document both at home and at work, or use a laptop computer when you travel. Now it's easy to keep multiple versions of a file in sync with each other. Just use Briefcase. You can use Briefcase whether your computers are connected by a cable or you use floppy disks to transfer information.

Connect two computers by using your modem
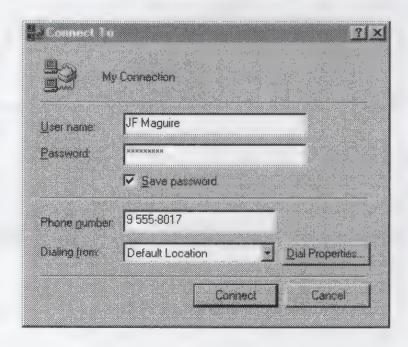
With Dial-Up Networking, you can use shared information on another computer even if you're not on a network. For example, you can connect your home and office computers, and gain access to your office network. For more information, see "Using Dial-Up Networking" in Chapter 3, "Introducing Networks."
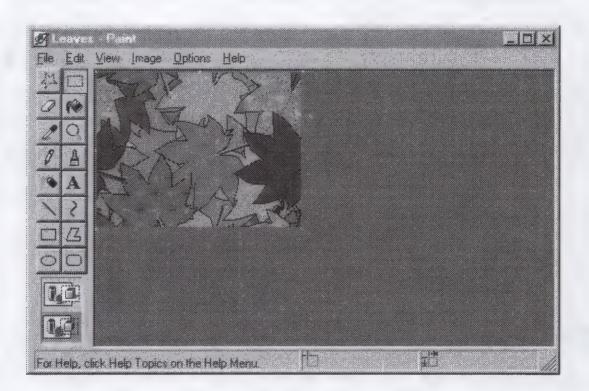
Using Other Programs

This section describes two programs that can help you get your work done. To see more, point to Programs on the Start menu, and then point to Accessories. For more information, use the Help menu in each program.

Create pictures by using Paint
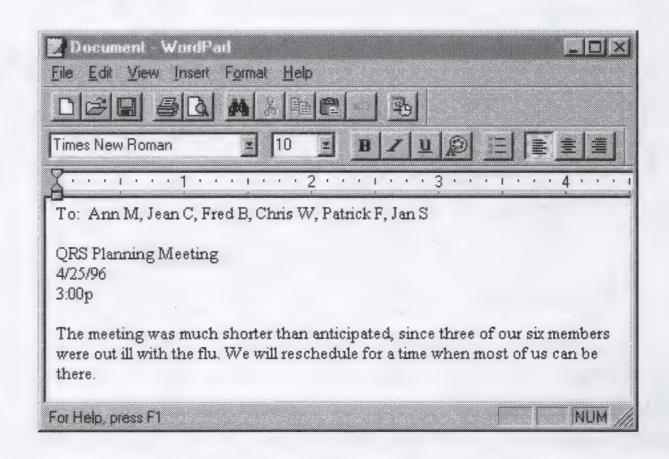
You can create, edit, or view pictures by using Paint. You can paste pictures into other documents you've created, use them for your desktop background, view photos that you have scanned, and more!

Write by using WordPad

Windows includes a new text editor that you can use to work on short documents. Among its features are a toolbar for quick access to common tasks, a format bar with buttons for quickly formatting text, and a full range of fonts for you to select from.

■ See Also

For more information about Paint, click the Help menu in Paint.

For more information about WordPad, click the Help menu in WordPad.

If a Windows Component Isn't Available
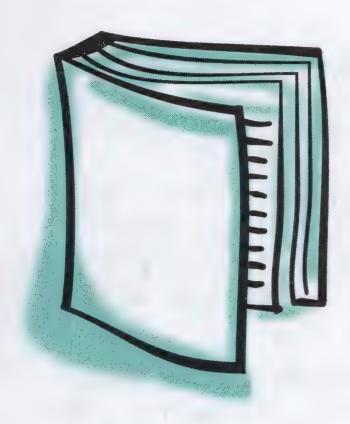
You may find that a Windows component described in this chapter isn't available on your computer. In most cases, you can install the component from your Windows Setup disks. For information on how to do this, look up "installing, Windows components" in the Help Index.

If you don't see the component listed in the Add/Remove Programs dialog box, it may be one that is included only with the CD version of Windows. In this case, you can download the component from a download service, such as CompuServe®, The Microsoft Network, the Microsoft Download Service, or the Internet.

Alternatively, you can order a set of fulfillment disks that has the component. If you acquired Windows 95 as a retail product, you can order fulfillment disks by sending in the coupon at the back of this book. If Windows came with your new PC, or if the title page of this book reads "For distribution only with a new PC," contact your PC manufacturer for more information and support.

See Also

For more information about the Microsoft Download Service, see the "Accessibility for People with Disabilities" appendix.

Appendixes

Contents

Visual Glossary

This section explains some terms and basic actions you will encounter in Microsoft Windows 95 and in the Windows documentation.

Using a mouse

A mouse or other pointing device works on the principle that first you place your mouse pointer on (point to) something on your screen, and then you click with a mouse button to perform an action on that item.

Note Windows documentation assumes you have a mouse and are right-handed; if you are left-handed, you can switch left and right mouse buttons. For information, look up "switching, mouse buttons" in the Help Index. Also, if you use a pen device, a mouse "click" corresponds to a pen "tap."

As you move your mouse on a flat surface, the pointer moves on your screen. If you run out of room, pick up the mouse and place it in another spot.
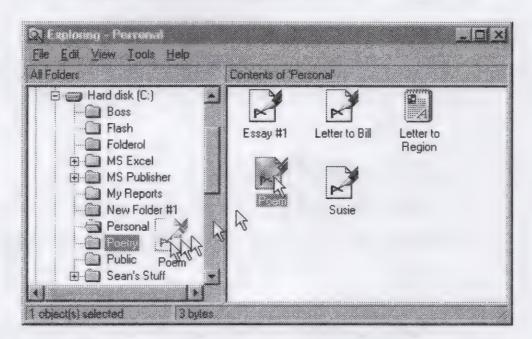
To point, move the mouse until the tip of the pointer is over the item or area you want to point to. Then you can do the following:

- Click

Action	Description
	Click: Press and release the left mouse button once.
	Double-click: Quickly press and release the left mouse button twice.
	Click with the right mouse button: Press and release the right mouse button once. A shortcut menu appears.

- Drag

    To move an item to another location, first point to it. Press and hold down the left or right mouse button, and point to where you want the object; then release the mouse button. You also drag to select text or other information in a window. For more information, look up "drag and drop" in the Help Index.
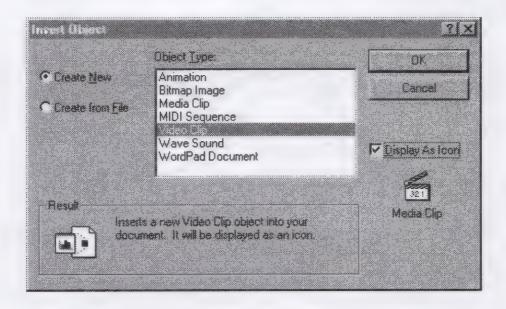
Using the taskbar

The taskbar, located at the bottom of your screen when you first start Windows, contains the Start button. To move the taskbar to a different edge of your screen, point to an empty part of the taskbar, and then drag it to the location you want.

Using a dialog box

Windows displays a dialog box when you must supply information or specify options or *properties*. For example, when you click the Open command to open a document, a dialog box enables you to choose the one you want. The following is an example of another dialog box.

You can use the following types of options in dialog boxes and when you work with the properties for an object:

Click this	To do this
▼	Expand the list of choices. Then click the item you want.
⊙	Select one option at a time. The circle is filled in when the option is selected.
☑	Select more than one option at a time. A check mark appears when the option is selected.

Sizing windows
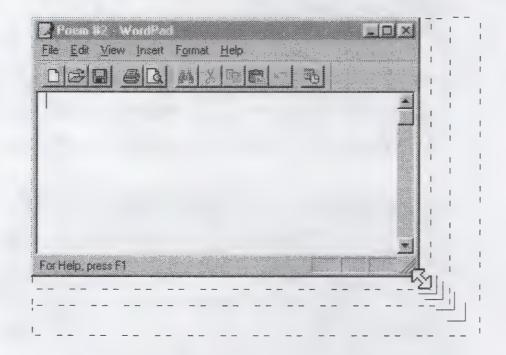
You can change a window's size or shape in order to see more than one window at a time or to adjust how much of a window's contents you can see.

There are two methods of sizing windows:

- Use the buttons in the upper-right corner of the window.

Click this	To do this
_	Reduce (minimize) the window to a button on the taskbar.
□	Enlarge (maximize) the window to fill the desktop.
⊟	Return the window to its previous size. This button appears when you maximize the window.
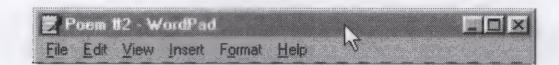
- Move the pointer to the window border. When the pointer changes shape, drag the border to enlarge, reduce, or change the shape of the window.

Moving windows
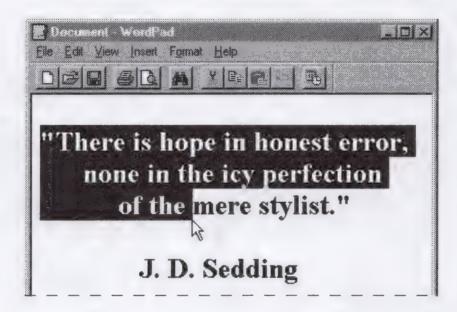
Moving a window to a different place on the screen can make it easier to see more than one window at a time or see something the window is covering up.

To move a window, drag its title bar to a new location.
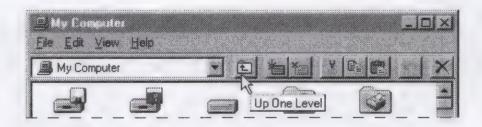
Selecting information

You select (highlight) text or other information before doing something to it, such as making it appear bold or copying it to another part of your document. To select, place the pointer where you want to begin selecting. Then drag the pointer to where you want the selection to end.

"There is hope in honest error, none in the icy perfection of the mere stylist."

J. D. Sedding
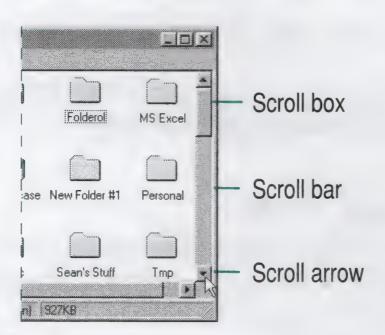
Using toolbars

Toolbars appear in many programs and provide quick ways to do tasks. Most toolbar buttons correspond to a menu command. You can find out what each button does by resting your pointer over the button: A box appears, displaying the button name.

Scrolling

If a window is not large enough to display all the information, a scroll bar appears at the side and/or bottom of the window. You can drag the scroll box or click the scroll arrows.

Scroll box

Scroll bar

Scroll arrow

Keyboard Shortcuts

You can use the following keyboard shortcuts with Windows.

General Windows keys

To	Press
See Help on the selected dialog box item	F1
Quit a program	ALT+F4
View the shortcut menu for the selected item	SHIFT+F10
Display the Start menu	CTRL+ESC
Switch to the window you last used. Or switch to next window by pressing ALT while repeatedly pressing TAB.	ALT+TAB
Cut	CTRL+X
Copy	CTRL+C
Paste	CTRL+V
Delete	DEL
Undo	CTRL+Z
Bypass auto-play when inserting a compact disc	SHIFT while inserting the CD-ROM

For the desktop, My Computer, and Windows Explorer

When an item is selected, you can use the following shortcut keys:

To	Press
Rename an item	F2
Find a folder or file	F3
Delete immediately without placing the item in the Recycle Bin	SHIFT+DEL
View item properties	ALT+ENTER or ALT + double-click
Copy a file	CTRL key while dragging the file
Create a shortcut	CTRL+SHIFT while dragging the file

For My Computer and Windows Explorer

To	Press
Select all	CTRL+A
Refresh a window	F5
View the folder one level up	BACKSPACE
Close the selected folder and all its parent folders	SHIFT while clicking the Close button
Switch between left and right panes	F6

For Windows Explorer only

To	Press
Go to	CTRL+G
Switch between left and right panes	F6
Expand all subfolders under the selected folder	NUMLOCK + ASTERISK (* on numeric keypad)
Expand the selected folder	NUMLOCK + PLUS SIGN (+ on numeric keypad)
Collapse the selected folder	NUMLOCK + MINUS SIGN (- on numeric keypad)
Expand current selection if it's collapsed, otherwise select first subfolder	RIGHT ARROW
Collapse current selection if it's expanded, otherwise select parent folder	LEFT ARROW

For properties dialog boxes

To	Press
Move forward through options	TAB
Move backward through options	SHIFT+TAB
Move forward through tabs	CTRL+TAB
Move backward through tabs	CTRL+SHIFT+TAB

For Open and Save As dialog boxes

To	Press
Open the Save In or Look In list	F4
Refresh	F5
Open the folder one level up, if a folder is selected	BACKSPACE

Accessibility Options shortcut keys

To use Accessibility Options shortcut keys, the shortcut keys must be enabled. For more information, look up "Accessibility, shortcut keys" in the Help Index.

To	Press
Toggle StickyKeys on and off	SHIFT 5 times
Toggle FilterKeys on and off	RIGHT SHIFT for 8 seconds
Toggle ToggleKeys on and off	NUMLOCK for 5 seconds
Toggle MouseKeys on and off	LEFT ALT + LEFT SHIFT + NUMLOCK
Toggle High Contrast on and off	LEFT ALT + LEFT SHIFT + PRINT SCREEN

Accessibility for People with Disabilities

Microsoft is committed to making its products and services easier for everyone to use. This section provides information about the following features, products, and services, which make Windows more accessible for people with disabilities:

- Microsoft support services for people who are deaf or hard-of-hearing

- Features in Windows that make using Windows easier for people with motion or hearing disabilities

- Getting information about other products and services for people with disabilities

Support services for individuals who are deaf or hard-of-hearing
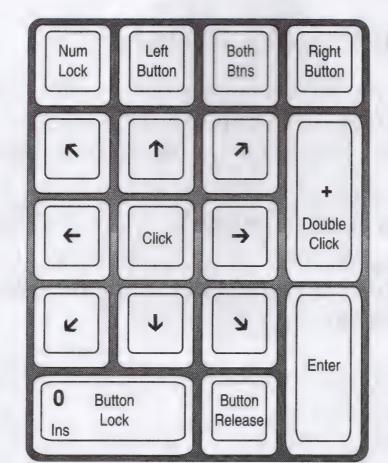
Through a text telephone (TT or TDD) service, Microsoft provides users who are deaf or hard-of-hearing with complete access to Microsoft's product and customer support services.

You can call the following numbers Monday through Friday, excluding holidays. You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time. For technical assistance in the United States, you can contact the Microsoft Support Network on a text telephone at (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time. In Canada, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time. Microsoft's product support services are subject to Microsoft's prices, terms, and conditions in place at the time the service is used.

Windows accessibility features

Windows includes several accessibility features that provide users who are movement or hearing disabled with better access to computers that run Windows. These features enable you to change your display, mouse, and keyboard features, as well as use sound to help you use Windows most effectively.

For example, if you have trouble using a mouse, you can use the MouseKeys feature, which enables you to use the numeric keypad to move the mouse pointer. The illustration on the following page shows which keys to use.

TIP
If these options are not installed, you can use the Add/Remove Programs icon in Control Panel to install them.

To find these features, double-click the Accessibility Options icon in Control Panel. For a more detailed list of procedures, look up "accessibility" in the Help Index.

Customizing Windows

There are many ways you can adjust the appearance and performance of Windows, your mouse, and your keyboard to suit varying vision and motor abilities without requiring any additional software or hardware. Application note WN1062 describes the specific methods.

If you have a modem, you can download application notes from the following network services:

- CompuServe®

- GEnie™

- Microsoft OnLine

- Microsoft Download Service (MSDL), which you can call at (206) 936-6735 any time except between 1:00 A.M. and 2:30 A.M. Pacific time. Use the following communications settings.

For this setting	Specify
Baud rate	1200, 2400, 9600, or 14400
Parity	None
Data bits	8
Stop bits	1

- Various user-group bulletin boards (such as the bulletin-board services on the Association of PC User Groups network).

Documentation in alternative formats

People who have difficulty reading or handling printed documentation can obtain most of Microsoft's publications from Recording for the Blind, Inc. Recording for the Blind distributes these documents to registered, eligible members of their distribution service, either on audio cassettes or on floppy disks. More than 80,000 titles are available, including Microsoft product documentation and books from Microsoft Press. You can contact Recording for the Blind at the following address and phone numbers:

Recording for the Blind
20 Roszel Road
Princeton, NJ 08540

Telephone: (609) 452-0606
Fax: (609) 987-8116

More information for people with disabilities

For more information about Microsoft products and services for people with disabilities, contact:

Microsoft Sales Information Center   Voice telephone: (800) 426-9400
One Microsoft Way   Text telephone: (800) 892-5234
Redmond, WA 98052-6399   Fax: (206) 635-6100

The Trace R&D Center at the University of Wisconsin-Madison produces a book and a compact disc that describe products that help people with disabilities use computers. The book, titled *Trace Resource Book,* provides descriptions and photographs of about 2000 products. The compact disc, titled *CO-NET CD,* provides a database of more than 18,000 products and other information for people with disabilities. It is issued twice a year. To obtain these directories, contact:

Trace R&D Center   Voice telephone: (608) 263-2309
S-151 Waisman Center   Text telephone: (608) 263-5408
1500 Highland Avenue   Fax: (608) 262-8848
Madison, WI 53705–2280

For general information and recommendations about how computers can help specific individuals, consult a trained evaluator who can best match the individual's needs with available solutions. An assistive technology program in your area will provide referrals to programs and services that are available to you. To locate the assistive technology program nearest you, you can contact:

National Information System (NIS)   Voice/text telephone:
Center for Developmental Disabilities   (803) 777-4435
Benson Bldg.   Fax: (803) 777-6058
University of South Carolina,
Columbia, SC 29208

Troubleshooting

This section is designed to help if you encounter problems when using Windows 95.

Using Help troubleshooters

To use a troubleshooter, look up "Troubleshooting" in the Help Contents, and then follow the step-by-step instructions to resolve the problem. The following topics are covered in Help troubleshooters.

- If you have trouble printing
- If you need more disk space
- If you have trouble running MS-DOS programs
- If you have trouble using your modem
- If you have trouble using Direct Cable Connection
- If you have trouble starting Windows

- If you run out of memory
- If you have a hardware conflict
- If you have trouble using the network
- If you have trouble using Dial-Up Networking
- If you have trouble using a PC card (PCMCIA)

Bypassing your startup files

If you need to, you can start your computer without loading certain components. This is most useful when you are experiencing problems starting Windows.

To start your computer in troubleshooting mode

▶ **1** Start or restart your computer. After your computer starts, Windows displays the following text:

```
Starting Windows 95...
```

▶ **2** While the text is on your screen, press and release the F8 key. Windows displays a menu.

▶ **3** Type the number for the option you want, or use the DOWN ARROW key to select it, and then press ENTER.

The following table explains each of the choices you might see when you press F8 at startup.

Command	What it does
Normal	Starts Windows normally.
Logged (\BOOTLOG.TXT)	Starts Windows normally, but creates a text file called Bootlog.txt located in your root directory (top-level folder on drive C). This file contains information about which files loaded correctly.
Safe mode	Starts Windows with a basic configuration instead of your usual configuration. Some parts of your system might not work as they usually do. After Windows starts, you can then make changes and restart your computer.
Safe mode with network support	Starts Windows with a basic configuration but includes network capabilities.
Step-by-step confirmation	Starts your computer, displaying each startup step followed by a prompt. To carry out the current command, press ENTER. To bypass that command, press ESC. This option enables you to load only those components you want.
Command prompt only	Starts your computer normally, but does not start the Windows interface. You can start Windows by typing **win**.
Safe mode command prompt only	Starts your computer with a basic configuration instead of your usual configuration, and does not start the Windows interface.
Previous version of MS-DOS	Starts MS-DOS, using files that were backed up during Windows Setup. The version of MS-DOS depends on what version you were running before installing Windows 95.

Restoring the registry

If your registry becomes corrupted, you can restore it by using the following procedure. Restoring the registry will replace it with a copy of the registry as it was the last time you successfully started your computer.

To restore the registry

▶ **1** Start or restart your computer. After your computer starts, Windows displays the following text:

```
Starting Windows 95...
```

▶ **2** While the text is on your screen, press and release the F8 key. A menu appears.

▶ **3** Choose the Command Prompt Only option.

▶ **4** At the command prompt, change to your Windows directory. For example, if your Windows directory is C:\Windows, you would type the following:

cd c:\windows

▶ **5** Type the following commands, pressing ENTER after each one. (Note that System.da0 and User.da0 contain the number zero.)

attrib -h -r -s system.dat
attrib -h -r -s system.da0
attrib -h -r -s user.dat
attrib -h -r -s user.da0

▶ **6** If you want to contact product support, type the following to create files you can refer to:

copy system.dat system.bak
copy user.dat user.bak

▶ **7** Then type:

copy system.da0 system.dat
copy user.da0 user.dat

▶ **8** Restart your computer.

Running MS-DOS programs when you use DriveSpace

The DriveSpace disk-compression program may use memory needed to run certain MS-DOS–based programs. To increase available memory for your program, you can start your computer by using the Step-By-Step Confirmation option, and choose not to load DriveSpace and only load the devices and files needed to run your program.

For more information about doing this, look up "MS-DOS programs, troubleshooting" in the Help Index.

Note The program and any files needed to run it must be on a host (uncompressed) drive. When you choose not to load DriveSpace, you cannot load any files from a compressed drive – you will get a message that the file is corrupted or cannot be found. See your program's documentation to find out what files are required.

For more troubleshooting information

If you have trouble setting up Windows 95, see the Setup.txt file that comes with Windows. If you have other trouble, see the Readme.txt online document for a list of other readme files you can find information in.

Index

Microsoft Windows 95 Supplemental Offers

Your Microsoft® Windows® 95 package may not include the disk size you need. If your system requires 5.25" high-density disks, or you would like to order a supplemental disk set, please complete this order form and send it to the address below or contact your local Microsoft subsidiary.

PLEASE NOTE: The 5.25" supplemental disks for Windows 95 are limited to one set total, and the CD-ROM Extras and Schedule+ offer are limited to one set each; some require proof of purchase.

<u>**Supplemental Disk Sets**</u> (available direct from Microsoft)

- **5.25" high-density disks of Microsoft Windows 95 upgrade** (freight and tax charges only, plus a copy of your dated sales receipt for your Windows 95 upgrade)
  OR
  5.25" high-density disks of Microsoft Windows 95 (freight and tax charges only, plus a copy of your dated sales receipt for Windows 95)
- **CD-ROM Extras for Microsoft Windows 95 upgrade, on 3.5" high-density disks** ($9.95 U.S./$14.95 CDN, plus applicable freight and tax; no proof of purchase necessary). For people who have Windows 95 on 3.5" disks and want the additional items that are on the CD-ROM disc.

<u>**Supplemental Product Offer**</u> (available direct from Microsoft)

- **Microsoft Schedule+ for Windows 95, on 3.5" high-density disks** (freight and tax charges only, plus a copy of your dated sales receipt or the title page of your *User's Guide* for Windows® for Workgroups). Schedule+ version 1.0 users installing the Microsoft Exchange client of Microsoft Windows 95 will need to acquire Microsoft Schedule+ for Windows 95 to take advantage of the Schedule+ workgroup features.

1. Please enclose:

- Completed original order form. *No photocopies or facsimiles, please.*
- Payment and/or freight and tax charges in U.S. or Canadian funds.
- Proof of purchase, as indicated above.

2. Print your name, shipping address, and phone number:

Name

Company name

(if company licenses product)

Shipping address

City   State/Province   ZIP/Postal code

Daytime phone (   )

(in case we have a question about your order)

3. Please check items (limit one each) you are ordering from Microsoft:

Supplemental Disk Sets

❑ 5.25" high-density disks of Windows 95 upgrade, Kit No. 050-030-904
  ($5.00 U.S./$7.50 CDN freight charge plus applicable sales tax; include proof of purchase as indicated above)
  OR
❑ 5.25" high-density disks of Windows 95, Kit No. 050-030-905
  ($5.00 U.S./$7.50 CDN freight charge plus applicable sales tax; include proof of purchase as indicated above)
❑ CD-ROM Extras for Windows 95 upgrade, on 3.5" high-density disks, Kit No. 050-031-875
  ($9.95 U.S./$14.95 CDN, plus $5.00 U.S./$7.50 CDN freight and applicable sales tax)

Supplemental Product Offer

❑ Microsoft Schedule+ for Windows 95, on 3.5" high-density disks, Kit No. 061-054v700
  ($5.00 U.S./$7.50 CDN freight charge plus applicable sales tax; include proof of purchase as indicated above)

Microsoft

4. Calculate your total cost and indicate method of payment:

Cost (for CD-ROM Extras only—see section 3)	$
Freight (total from section 3)	$
U.S. sales tax* (multiply cost and freight by the sales tax rate)	$
Canadian GST* (multiply freight by 7%; for CD-ROM Extras only, multiply cost and freight by 7%)	$
Canadian PST** (multiply freight by PST; for CD-ROM Extras only, multiply cost and freight by PST)	$
Total cost	$

*In the U.S., add the applicable tax in the following states: AR, AZ, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND, NE, NJ, NM, NV, NY, OH, OK, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, and WY. **In Canada,** Microsoft's GST Rebate No. is R135625069. Microsoft reserves the right to correct tax rates and/or collect the sales tax assessed by additional states/provinces as required by law, without notice.

**Provincial sales tax is only applicable to British Columbia (7%) and Ontario (8%).

Payment method: Do not send cash or purchase orders. Make checks payable to Microsoft.

☐ Check/money order   ☐ VISA (13 or 16 numbers)

☐ MasterCard (16 numbers)   ☐ American Express (15 numbers)

Credit card or check number:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

Expiration date

Cardholder's signature

5. Please send all items to:

In the United States:
Microsoft Windows 95 Supplemental Disk Sets
P.O. Box 958
Buffalo, NY 14207-0958

In Canada:
Microsoft Canada Order Centre
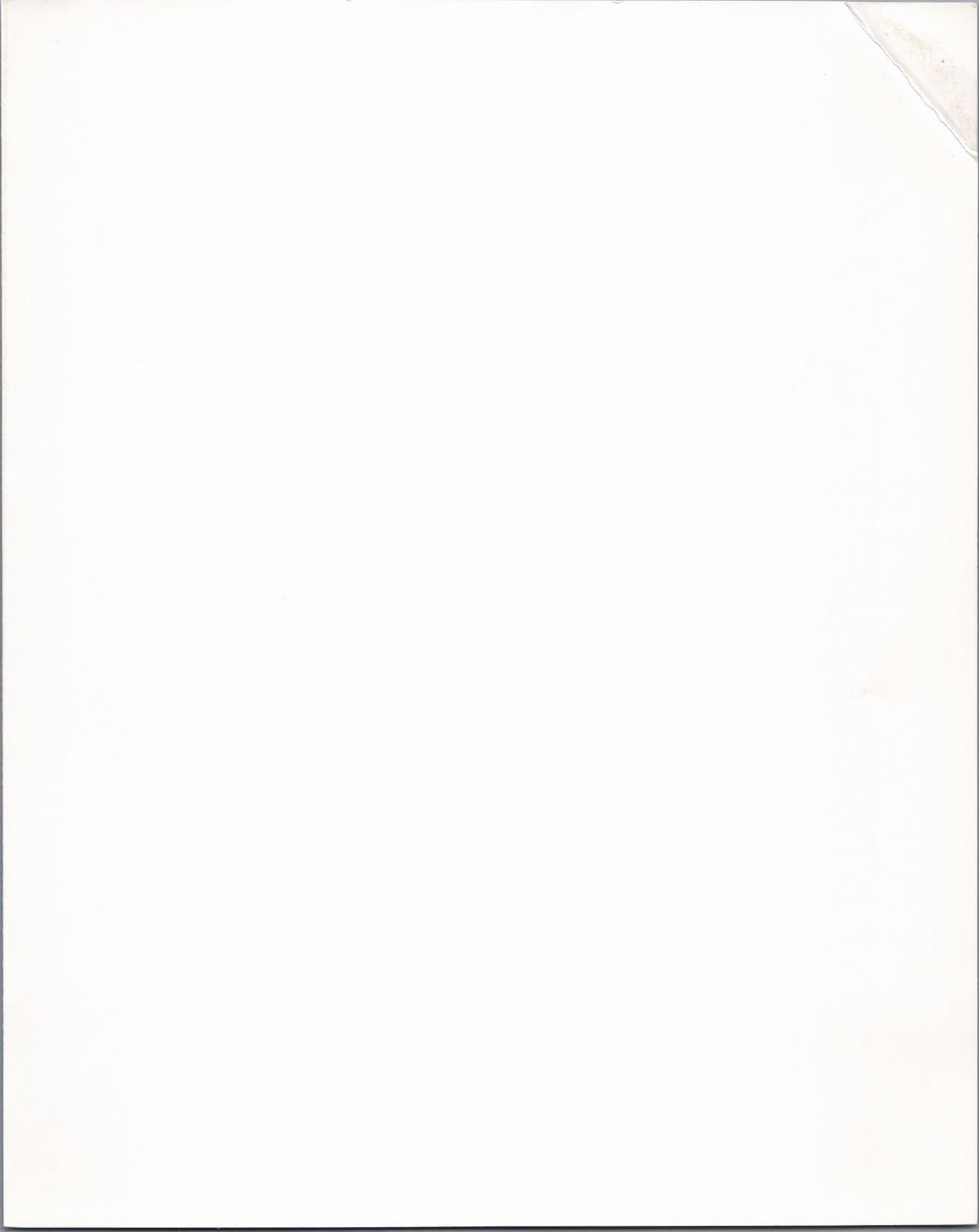P.O. Box 643
Fort Erie, ON L2A 6M1

If you have any questions about this offer, call the Microsoft Supplemental Order Center at (800) 360-7561 (in the United States) or (800) 563-9048 (in Canada) before returning this coupon. Customers who are deaf or hard of hearing can reach Microsoft text telephone (TT/TDD) services by calling (800) 718-1599 (in the United States) or (905) 568-9641 (in Canada).

Allow 2 to 4 weeks for delivery upon receipt of the order coupon by Microsoft. Offer good while supplies last. The 5.25" supplemental disks for Windows 95 are limited to one set total, and the CD-ROM Extras and Schedule+ offer are limited to one set each; some require proof of purchase. Offer good only in the 50 United States and Canada. This coupon is not transferable. Only original forms will be accepted.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. ***GWP***
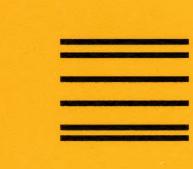
Microsoft

Microsoft Support Network

The Microsoft Support Network offers high-quality technical support options ranging from no-cost and low-cost electronic information services (available 24 hours a day, 7 days a week) to annual support plans and CD-ROM subscription programs. For more information on technical support, check your product manual and online Help (press F1).

Microsoft Support

- Microsoft FastTips for Windows 95: (800) 936-4200 on a touch-tone telephone. Receive automated answers to common technical problems and access popular articles from the Microsoft Knowledge Base, all delivered by recording or fax.

- For all issues except networking issues,* Microsoft offers Standard support for 90 days after your first call to a support engineer. The Standard support phone number is located at the bottom of this card. In the United States, Standard support is available Monday through Friday, 6:00 A.M. to 6:00 P.M. Pacific time, excluding holidays. In Canada, support is available Monday through Friday from 8:00 A.M. to 8:00 P.M. eastern time, excluding holidays.

- * Networking issues are defined as setup, configuration, or usage of Windows 95 in a networked environment. This includes, but is not restricted to, the following: setting up a PC to be used in a networked environment, network administration, dialing in to a computer, connecting to the Internet via a service provider, and using e-mail or fax from within Windows 95. For fee-based support information, see the "Priority Support" section in the *Windows 95 User's Guide*.

- The Microsoft Support Network also offers per-incident and annual support plans. For more information, in the United States call (800) 936-3500. In Canada call (800) 668-7975. Customers who are deaf or hard of hearing, using a TT/TDD modem, can dial (206) 635-4948 (United States) or (905) 568-9641 (Canada). Please note that technical support is not available through these sales numbers.

Save your Product Identification number for reference.

Having your Product Identification number on hand when you call Microsoft for technical support will help us serve you faster.

1. Find your Product Identification number on the back page of your manual, on your license agreement, or by selecting "About..." from the online Help menu.

2. Write your Product Identification number in the space provided below.

3. If you cannot locate your Product Identification number, a Service Representative will assist you in locating your number when you call Microsoft for technical support.

Additional Windows 95 Support Offerings

To enhance and complement Microsoft's own support offerings listed above, telephone support is available from a team of five companies selected by Microsoft to support Windows 95. This Launch Support Team offers a wide range of support options including per incident, fee-based options as well as 24-hour-a-day, 7-day-a-week coverage in both the U.S. and Canada. All of these companies accept all major credit cards.

Windows 95 Technical Support from the Launch Support Team		
	Per Incident Fee Based Support 24 hours a day, 7 days a week	Information on additional support and service offerings Monday–Friday
DIGITAL	**1-800-430-5411** 1-800-267-5251 (Canada)	1-800-888-4234, x95 1-800-661-7934 (Canada)
KEANE	**1-800-44-WIN95**	1-800-424-7634
SOFTMART	**1-800-337-6902**	1-800-304-3641
STREAM	**1-800-298-8215**	1-800-298-8214
UNISYS	**1-800-314-1358**	1-800-874-8647

Product Identification number_____   Product name_____   Windows 95

(206) 635-7000

U.S. Technical Support telephone number: Canadian Technical Support telephone number: (905) 568-4494

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Introducing The Microsoft Network details inside

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Every Microsoft customer receives a 30-day Satisfaction Guarantee. If you are not completely satisfied with this product within 30 days from the date of purchase, return it for a full refund. Registration of this product is not necessary to receive your refund.*

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See the back side of this card for information about support plans available for this product.

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Introducing The Microsoft Network

MSN The Microsoft Network is Microsoft's new online service offering you easy access to the Internet, electronic mail, headline news, bulletin boards, and more. Using MSN, you can get product information and services directly from Microsoft. To learn more, click The Microsoft Network icon on your Windows® 95 operating system desktop.

msn.

Customer service when you need it

If you need more information about Microsoft products or warranties:

• In the United States, call the Microsoft Sales Information Center at (800) 426-9400; customers who are deaf or hard of hearing, call Microsoft text telephone (TT/TDD) services at (800) 892-5234.

• In Canada, call the Microsoft Canada Information Centre at (800) 563-9048; customers who are deaf or hard of hearing, call Microsoft Canada Telecommunications Device for the Deaf (TDD) at (905) 568-9641.

Your chance to win a free trip to Hawaii or Florida

As soon as we get your registration card, we'll enter you in our exciting monthly sweepstakes. You pick the prize: a trip to The Westin Maui for two, or the Walt Disney World Swan in Orlando for four. Both include round-trip airfare on United Airlines, plus three nights and four days at a luxurious Westin. So send in your card today! (See sweepstakes rules for details.**)

UNITED AIRLINES   **WESTIN Hotels & Resorts**

If you have a modem, you can register online during product installation.
It is not necessary to send in this registration card if you choose to register online.

DETACH HERE

U.S. Residents   **Microsoft**

This product is licensed by (Check one only): (17)

❏ Myself (please fill in your name and home address)
❏ My company (please fill in your name, company name, and company address)
❏ My home-based business (please fill in your name, company name, and company address)

First name   Middle initial   Last name

Company name (only if company licenses product)

Mailing address   Suite/Apartment/Mailstop#

Additional address information

City   State   ZIP code

(   )
E-mail address (Internet standard, e.g., johnsmith@business.com)   (Area code) Phone number

Where did you acquire this product? (Name and location of store, catalog, VAR, etc.)

Store/Retailer name   City/State

Do you use any of the following? (Check all that apply) (15)

❏ 27. Modem   ❏ 18. CD-ROM drive   ❏ 26. Online service

If you're registering this product for yourself at home:

Canadian Residents   **Microsoft**

I am registering this product for: **(1)**

First name   Middle initial   Last name

Company name (only if company licenses product)   Title   Dept./Section

Mailing address   Suite/Apartment/Mailstop#

Additional address information

City   Province   Postal code

(   )
E-mail address (Internet standard, e.g., johnsmith@business.com)   (Area code) Phone number

Where did you acquire this product? (Name and location of store, catalog, VAR, etc.)

Store/Retailer name   City/Province

In which language do you prefer information from Microsoft? (Check one only)   (2)

❏ 1. English   ❏ 2. French

Which, if any, of the following do you use? (Check all that apply)   (14)

❏ 1. CD-ROM drive   ❏ 2. Modem   ❏ 3. Online service

Please tell us about your household?

Are there children in your household?   (15.1)